

Terms & Conditions

Mashreq Al Islami Gold New Customer Campaign

Cumulative cashback rewards of up to AED 15,000 credited to new customers who meet the quarterly relationship balance requirement of this Campaign.

CAMPAIGN PERIOD	PARTICIPATION	CAMPAIGN ELIGIBILITY	CAMPAIGN CASHBACK ³
15 th January 2024 to 30 th April 2024 (both days inclusive)	New Mashreq Al Islami Gold Clients (Saving Account Holders)	Tier 1: Maintain an average quarterly balance of between AED 500,000 to AED 2,000,000	AED 7,500 annually (paid quarterly)
		Tier 2: Maintain an average quarterly balance of over AED 2,000,000	AED 15,000 annually (paid quarterly)

Mashreq ("The Bank") has launched a "Mashreq Al Islami Gold New Customer Campaign" for new customers ("you")

What are the Campaign eligibility conditions?

1. This Campaign is valid of all New customers who open a Mashreq Al Islami Gold saving Account during the Campaign period from 15th January 2024 to 30th April 2024 both dates inclusive (the "Campaign Period").
2. The customer must have a Relationship Balance of AED 500,000 (or equivalent in any other currency as calculated by us) in eligible saving accounts.



Fixed Deposit Balance are not eligible for the campaign and will not be considered as part of the Relationship Balance.

What is the Campaign cashback payout?

3. The customer is eligible for a cashback as per the below grid on meeting the relationship balance requirement.

RELATIONSHIP BALANCE	CAMPAIGN CASHBACK
Maintain an average balance of between AED 500,000 to AED 2,000,000	AED 1,875 (viz. Quarterly payout of AED 7,500)
Maintain an average balance of over AED 2,000,000	AED 3,750 (viz. Quarterly payout of AED 15,000)

4. The quarterly balance for customers who have completed a quarter since opening their account (viz. 90 days, 180 days, 270 days, 360 days) are assessed at the beginning of each subsequent month.

e.g.

If you opened your account on 15th of February 2024, your quarterly balance will be assessed for the period of 16th February – 15th May 2024 in the first week of June 2024.

5. For clients who meet the campaign eligibility criteria, the cashback payout will be made by the last week of the month following the completion of the assessment quarter.

e.g.

If you opened your account on 15th of February 2024, your quarterly balance will be assessed for the period of 16th February – 15th May, 2024 and the cashback will be credited by the 30th June 2024.

Terms and Definitions

CAMPAIGN PERIOD	PARTICIPATION
"The Bank"	Mashreq Al Islami (The Islamic Window of Mashreqbank PSC, a bank licensed and regulated by the UAE Central Bank)
"Campaign" or "Offer"	Means the Mashreq Al Islami Gold New Customer Campaign governed by this document
"Campaign Period"	Means the period between 15 th January 2024 to 30 th April 2024, both days inclusive
Customers	Natural Persons who are eligible to open an Account with us, meeting our internal policy requirements and account opening criteria of Mashreq Al Islami Gold. Existing customers, those who hold an inactive

CAMPAIGN PERIOD	PARTICIPATION
	relationship or customers who held an account, product or relationship with us 12 months prior to applying are not eligible for this campaign.
Deposits	Means balance in Islamic Saving Account(s), maintained under a single customer number (CIF)
Relationship Balance	Quarterly (90 day) average of balances in saving deposits, from the account opening date.

Additional Campaign Conditions

Campaign Participation

1. Customers that have closed any Mashreq account where they were a single or joint account holder within 12 months immediately preceding the date of opening the new Mashreq Al Islami Gold Account are not eligible for this Campaign.
2. For joint accounts, only one reward will be given to the Primary Account Holder.
3. This Campaign is NOT applicable for Mashreq staff.
4. Minor / Guardianship accounts are excluded from the campaign.
5. The Bank reserves the right to disqualify any client from the cashback and/or prize if it has reasonable grounds to believe the client has breached any of the terms, conditions, and rules of the campaign. It also has the right at any time to verify the validity of the eligibility of all clients, not limited to just the information provided.
6. If the Mashreq Al Islami Gold eligibility criteria is not maintained, the customer's account(s) may be closed or downgraded by Mashreq in compliance with the applicable terms and conditions.
7. You must download and activate the Mashreq Mobile Banking App within the Campaign Period.

Funding Limitations

8. Funds transferred from Mashreq i accounts will NOT be counted towards the Relationship Balance for Campaign fulfilment. Any funds that a customer receives from another Mashreq account will be deducted from the Relationship Balance calculation for Campaign Cashback.

Reward Eligibility

9. The Customer's account should be in good standing at the time of cashback credit.
10. The Bank shall not pay late payment charges or additional profit for any delay in giving the cashback and/or prize.

11. The Bank shall not be liable for any delay in giving the cashback if such delay is because the client cannot be contacted.
12. All taxes, fees and other charges, if any, payable on the cashback shall be the sole responsibility and liability of the client.

Miscellaneous

13. The Bank reserves the right to terminate the campaign and to vary or modify any of the terms and conditions herein from time to time. In case of disputes, the decision of the Bank shall be final and binding. Further, the Bank reserves the right to cancel or amend the campaign and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any anticipated law or regulation or any other event outside the Bank's control. Any change to the campaign would be notified as soon as possible by the Bank. In the event of such change or termination, clients agree to relinquish their rights in respect to the campaign and acknowledge that they will have no recourse against the Bank.
14. This offer is not valid in conjunction with any other special promotion or other reward periodical campaign.
15. The campaign and these terms and conditions are governed by the Laws of the United Arab Emirates and any disputes will be subject to the exclusive jurisdiction of the courts of Dubai without prejudice to resolutions, notices, framework or any guidance/advises from Central Bank of UAE including those related to Mashreq Al Islami.
16. Client's queries and/or complaints regarding the Campaign will be honored within 60 days of the payout date. However, the Bank's decision on, lapse, cancellation, forfeiture, credit, debit, and re-installment of prize shall be final, conclusive, and binding on the Client.
17. Should you have any concerns or complaints regarding any of our products or services, you may raise your complaint by calling our Client Care Centre: Calling within UAE: 800-4-GOLD [800 44653]; Calling from Outside UAE: +971 4 424 4653, and we will get back to you within 2 working days. To know more about our Complaints Management, visit www.mashreqalislami.com/en/uae/personal/customer-care/.
18. Mashreq Al Islami Terms and Conditions apply which can be read at www.mashreqalislami.com/tncs. They are subject to change and are available upon request.
19. All Campaigns are made available on a best-effort basis and at the sole discretion of Mashreq Al Islami. In no event shall Mashreq, any of its affiliates, or any of their officers, directors, employees or agents be liable for any loss, damage or expense arising out of or otherwise related to this Campaign.
20. By inquiring about our services, Campaigns or products, the customer will be authorizing our representatives to approach on contact details including the telephone/mobile number.