

## Mashreq Neo Referral Programme

1<sup>st</sup> January 2023 till 31<sup>st</sup> December 2023

### Terms and Conditions of the Referral Program

- This Referral Program ("Program") is only applicable to existing Mashreq Neo CASA customers ("Customers") who hold an existing Current and/or Savings account that is active/valid and who during the period commencing 1<sup>st</sup> January 2023 till 31<sup>st</sup> December 2023 ("Program Period") refer their friends/family ("Referred") for Mashreq Neo Account.
- The Program will not be applicable to Neo Simple ("CURBIZ or CURBZ1") account holders.
- References to "Bank Card" means a Mashreq Neo Debit Card. References to "Bank's Website" means [mashreqneo.com](http://mashreqneo.com) and/or [apply.mashreqneo.com](http://apply.mashreqneo.com)
- A referral will be considered successful upon fulfillment of the following ("Successful Referral"):
  - a. The Referred does not have any previous relationship with Mashreq Neo;
  - b. The Referred opens a Mashreq Neo Account on or before the last day of the following month from the date on which the referral was made; and
  - c. The Referred must make the first deposit amounting to at least AED 3,000 on or before the last day of the following month from the Mashreq Neo Account opening date.

For Example: if Customer A refers Customer B (who has no prior relationship with Mashreq Neo) on 12<sup>th</sup> February 2023, Customer B has to open their Mashreq Neo Account on or before 31<sup>st</sup> March 2023 and post opening the Mashreq Neo Account, Customer B must make first deposit of an amount of minimum AED 3000 on or before 30<sup>th</sup> April 2023 for Customer A to be eligible for the Referral bonus.

- Each Customer can refer up to 20 friends and/or family members and can earn a bonus amount up to a maximum of AED 2,000 ("Bonus") through the Successful Referrals, as further explained below.
- For each Successful Referral, an amount of AED 100 ("Referral Bonus") would be given to the Customer who will be specifically identified and selected by Mashreq (the "Bank") (as per its sole discretion). The amount may be credited in the form of vouchers of equivalent value or cashback or Salaam Points as per the sole discretion of the Bank.
- The Referral Bonus shall be paid to the Customer within 2 months of each Successful Referral.  
For Example, if Customer A refers Customer B (who has no prior relationship with Mashreq Neo) on 12<sup>th</sup> February 2023, Customer B has to open their Mashreq Neo Account on or before 31<sup>st</sup> March 2023 and post opening the Mashreq Neo Account, Customer B must make first deposit of an amount of minimum AED 3000 on or before 30<sup>th</sup> April 2023 for Customer A to be eligible for the Referral bonus and Customer A shall be paid out their Referral bonus latest by 30<sup>th</sup> June 2023.
- Customers shall provide the correct name and valid mobile number of each of the Referred on the Referral Page.
- The Customer needs to have an active Mashreq Neo account at the time of fulfilment of the Referral Bonus.
- The Referred must open his/her Mashreq Neo Account with the same mobile number provided by the Customer on the Referral Page otherwise the Customer shall not be eligible for the Referral Bonus.
- In the event a Referred person has previously already been referred by another existing Customer, the Customer later in time shall not be able to refer the previously referred person on the Referral Page.
- Activation of a Referred persons account shall be at the sole discretion of Bank, subject further to internal processing requirements and guidelines.
- Customer Account(s) that are closed or terminated or delinquent prior to or during the Program Period shall not be eligible under this Program.

- Mashreq (the "Bank") does not offer or provide any warranties, or accepts any responsibility or liability of any kind in respect of this Program and hereby disclaims any and all express or implied warranties with respect thereto.
- All Customers and the Referred must agree to the Terms and Conditions at the time they apply for a Neo account. The Terms & Conditions of this Program shall be in addition, and not in substitution / derogation to, the Rules & Regulations governing the use of the Bank Card and/or the Bank's Websites. By applying for Mashreq Neo through this Program, the Customers and the Referred shall be deemed to have agreed to be bound by the terms and conditions contained therein.
- The Bank reserves the right, at its absolute discretion, to amend, cancel, supplement and/or revoke these Terms and Conditions at any time without any prior notification to the Customer.
- These Terms and Conditions are governed by and construed in accordance with the laws of the United Arab Emirates, as applicable in the Emirate of Dubai. Any dispute arising under and in connection with these Terms and Conditions shall be referred to the courts of Dubai.
- In no event shall the Bank, any of its affiliates, or any of its officers, directors, employees or agents shall be liable or responsible to the Customer for any loss, damage or expense arising out of or otherwise related to this Program.
- The Bank shall not be in breach of its obligations or otherwise be liable to conduct this Program in the event of any Force Majeure Event. For purposes of these Terms and Conditions, "Force Majeure Event" shall mean any and all circumstances beyond the reasonable control of the Bank including, amongst other things, acts of God, public health emergencies, global health scare, industrial disputes, civil disobedience/unrest, war, acts and regulations of any governmental or authority in any jurisdiction. In such circumstances, the Bank's obligations to the Customer shall automatically stand discharged without the need to provide notice to that effect.