

Enjoy monthly savings with your new Neo Cashback Credit Card

Earn cashback up to AED 500 on monthly spends of AED 1,500 or more per month for the first four months.

“Mashreq Neo Cashback Offer” is a special promotion for select customers (Cardholders) for Neo Cashback Credit Card (“Card”) and is only valid and eligible for the new Cards issued in the UAE by Mashreq Neo. (“Mashreq”/ “Bank”). Mashreq Neo is part of Mashreqbank PSC which is regulated by the Central Bank of the United Arab Emirates.

Offer Details:

Cashback of up to AED 500 on making a minimum spend of AED 1,500 monthly on your new Neo Cashback Credit Card for the first four month.

- Cashback of AED 125 every month will be credited for a monthly minimum spend of AED 1,500 for four months.
- Cashback amount may be different (depending on the company’s promotion from time to time) for a new credit card customer to Mashreq vs. an existing credit card customer. A customer who has cancelled a Mashreq credit card in the last 6 months will also be considered as an existing customer.
- A minimum retail spend of AED 1,500 is required every month for four months of card booking on the newly issued Mashreq Credit Card. However, to provide fairness to the customers, the first spend of AED 1,500 can be done until the end of next month from the date of booking. Therefore, the next three monthly spends of AED 1,500 can be done in subsequent three months each.
- The eligible cashback will be credited by the end of the next month from the end date of the spend window for the respective month of spend.
- Any cashback credited by the bank to your credit card under this offer will not be considered as a payment towards the statement balance due on your credit card. You are required to make a payment for at least the minimum payment due billed to your credit card by the payment due date to avoid any late payment fee. The cashback will be adjusted against any subsequent spends made by you on the credit card.

Example:

	Booking date (Month M) till the end of next month (Month M+1)	Calendar Month M+2	Calendar Month M+3	Calendar Month M+4
Minimum Spends	AED 1,500	AED 1,500	AED 1,500	AED 1,500
Cashback	AED 125	AED 125	AED 125	AED 125
Last Cashback Fulfillment Date	End of M+2	End of M+3	End of M+4	End of M+5
Example: Booking date is 5th Apr	Spends will be tracked till 31 May’22	30 Jun’22	31 Jul’22	31 Aug’22
Booking date is 29 Apr	Spends will be tracked till 31 May’22	30 Jun’22	31 Jul’22	31 Aug’22

General Terms and Conditions common to “Offer” below:

- Offer is applicable only for newly issued credit cards and not applicable for cards that got replaced, renewed or upgraded.

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- Supplementary Cardholders spends will be clubbed with the linked primary Card to calculate spends eligible for Offer.
- Cardholders' enquiries / complaints will be honored till 8 months of card booking.
- Cardholder's account(s) that are either closed or blocked or terminated or delinquent prior to or during the Promotion Period, or prior to the Offer fulfilment, will NOT be eligible for the Offer.
- Mashreq has the right to amend or discontinue the Offer at any point of time during the Promotion Period without any prior notification to the Cardholders.
- Employees and Staff of Mashreq or any subsidiary of Mashreq are also included in the Offer.
- Mashreq reserves the right to notify the Cardholders by phone or any other means of communication which Mashreq, in its absolute discretion, deems fit. It is the Cardholder's responsibility to ensure that details such as mobile number and email ID provided to Mashreq are correct. Cardholder's name should be correctly updated in Mashreq's records.
- Mashreq reserves the right in its absolute discretion to amend, suspend or terminate the Offer without any prior notice. For the avoidance of doubt, the amendment, suspension or termination of this Program by Mashreq shall not entitle the Cardholder or winner to any claim, compensation of loss or damages from Mashreq. Any such amendments or supplements shall be provided on Mashreq's website: www.mashreqneo.com.
- The Bank has the sole right to exclude and/or disqualify any Cardholder from participating in the Offer at any given time for any reasons whatsoever without giving any prior notification to such Cardholder. Any excluded/disqualified Cardholder from the Offer shall not, under any circumstances, be compensated by the Bank any event whatsoever.
- In no event shall Mashreq, any of its affiliates, or any of its officers, directors, employees or agents be liable or responsible for any loss, damage or expense arising out of or otherwise related to the Offer.
- Mashreq shall not be in breach of its obligations or otherwise be liable to conduct the Program as a result of any Force Majeure Event. A Force Majeure Event in these terms and conditions, shall mean circumstances beyond the reasonable control of Mashreq and unforeseeable situations including, amongst other things, acts of God, industrial disputes, acts and regulations of any governmental or authority in any jurisdiction, epidemics, pandemics, diseases or public health emergencies, etc. In such circumstances, Mashreq's obligations to the cardholder shall automatically stand discharged without the need to provide notice.
- Mashreq does not offer or provide any warranties, nor accept any responsibility or liability of any kind in respect of the Offer and hereby disclaims any and all express or implied warranties with respect of the same.
- These Terms and Conditions are to be read in conjunction with Mashreq's Credit Card General Terms and Conditions, Neo Cashback Credit Card Terms and Condition, governing the card and the Cardholder agrees to be unconditionally bound by the same. In the event of any conflict or inconsistency between these Terms and Conditions of the Program and the General Credit Card Terms and Conditions, the Neo Cashback Credit Card Terms and Conditions will prevail.