

## Mashreq Credit Cards

### Terms and conditions

The terms and conditions below are in addition to the Credit Cardholder Agreement already accepted and agreed to by the Cardholder's by the acceptance of the Mashreq Credit Card.

1. Revolving Balance Transfer is a 'Card Transaction' initiated by the cardholder via application form, call recording or Mashreq online which the Cardholder agrees to repay 5% of the balance transfer amount each month up to the tenor of the deal taken.
2. The total of Revolving Balance Transfer amount along with the interest amount (if applicable) & processing fee will be charged to the Cardholder Credit Card Account reducing the available credit limit.
3. The processing fee charged is a percentage of the total amount availed as Revolving Balance Transfer.
4. The interest rate (if applicable) charged on the Revolving Balance Transfer deal availed is a flat rate.
5. The Revolving Balance Transfer applicable will be a part of the monthly "Minimum Payment Due" amount.
6. Under the Interest bearing Revolving Balance Transfer offer, there is interest charged on Balance Transfer for the first 3 months, post which the balance will attract normal rate of interest (APR).
7. Under the 0% Revolving Balance Transfer offer, no interest is charged for the first 3 or 6 months (based on the tenor agreed by customer), post which the balance will attract normal rate of interest (APR).
8. Payments made to the card will first settle the Revolving Balance Transfer amount/Interest and then the billed unbilled Cash advance and purchases.
9. Revolving Balance transfer is available for other banks credit card issued in the UAE only.
10. AED 0.95 authorization transaction will be processed on your mentioned Credit Card at the time of processing the Balance Transfer request. This transaction is only done for Card authenticity and the amount will be released once your Balance Transfer is processed.
11. If there is a 100% Standing Instruction on the Card, the customer needs to call the call centre at 04-4244444 and reduce that Standing Instruction percentage.
12. Mashreq shall not be held responsible for any fee or any service charge debited to the Credit Cardholder's other bank Credit Card account due to a decline or a delay in execution of the Revolving Balance Transfer request.
13. Credit Card Cardholder should continue to make payments to other bank credit card account until Credit Card Cardholder receives the confirmation in their future statement that the amount has been credited.
14. Approval of Revolving Balance Transfer amount is at the sole discretion of Mashreq.
15. Mashreq will attempt to resolve any dispute as per the Credit Card Cardholder Agreement and the above mentioned terms.
16. Mashreqpoints, Air Arabia Dirham or Etisalat 'more' points will not be credited on any Revolving Balance Transfer deals.
17. Mashreq reserves the right, at its absolute discretion, to enroll the customers who have already benefited from this programme for any other card promotions.

18. It is the Cardholder's responsibility to ensure that he/she provides the correct and valid information to Mashreq in order to ensure the Balance Transfer request is booked appropriately during this Programme.
19. In case customer has multiple Revolving Balance Transfers and wish to pre-settle the Revolving Balance Transfer, you will have to pay the entire Revolving Balance Transfer outstanding to settle the most recent Revolving Balance Transfer deal.
20. Mashreq reserves the right, at its absolute discretion, to amend and/or supplement these terms and conditions at any time without any prior notification to the Cardholder. Any such amendments or supplements shall be provided on Mashreq website:  
[www.mashreqbank.com/cards](http://www.mashreqbank.com/cards).
21. Extension of the 0% interest rate on Balance Transfer programme for Revolving Balance Transfer deals if any is at the banks sole discretion.
22. These terms and conditions are governed by and construed in accordance with the laws of the United Arab Emirates and the Emirate of Dubai.
23. 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 this Programme.
24. Mashreq does not offer or provide any warranties, or accept any responsibility or liability of any kind in respect of this Programme and hereby disclaims any and all express or implied warranties with respect of the same.
25. Mashreq shall not be in breach of its obligations or otherwise be liable to conduct this Programme 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 including, amongst other things, acts of God, industrial disputes, acts and regulations of any governmental or authority in any jurisdiction. In such circumstances, Mashreq obligations to the Cardholder shall automatically stand discharged without the need to provide notice.
26. Credit shield will be charged at a nominal rate of 0.89% of the Cardholder outstanding balance which will include the Balance Transfer amount as well. The Cardholder will have to continue to avail the credit shield protection on its Mashreq card until the validity of the deal. In case of Credit Shield Insurance cancellation before the expiry of the deal, Cardholder will be charged up to AED 300 as Credit Shield Insurance cancellation fee.