

Frequently Asked Question in Remittance Promo to India (AED – INR) till 31st Mar 2012

Q1. Why should I use Mashreq for remitting to India ?

A1. Special Offers: Through Special festive offer you can remit to India (AED to INR) are absolutely free till 31st Mar 2012 as many times as you want.

Peace of Mind & Convenient : Conduct your transactions though Mashreq Online and Mobile banking servicing features , or though our wide network of 54 branches across UAE

Q2 . What are the payment options?

A2. This promotion is only for India so you can only remit INR currency type, any other currency remitting to India or any other county will be charged with TT processing fee and correspondent bank charges as per the declared schedule of charges

Q3. What are the remittance charges and other charges involved ?

A3. With this offer you can remit to India absolutely free ,means ZERO remitting charge and ZERO corresponding bank charges.

Q4. We have heard that banks don't offer good exchange rates ?

A4. Mashreq offers you with the competitive exchange rates, which you can cross verify with any UAE bank or exchange house

Q5. How will the waiver happen?

A5. CPC will receive the remittance request, they will provide the waiver on the money transfer to India (AED – INR), it will be a waiver not a reversal

Q6. How may I lodge a complaint if I have an issue ?

A6. You can send across your complaints through Mashreq Online or by visiting any nearest branch, your complaint will be addressed within 48 hours on receiving.

Q7. How do I remit through Mashreq Online?

A7. You can remit through Mashreq Online or by visiting your nearest branch

Sending Money to India using MashreqOnline

Click here for more details [Steps to Money Transfer Via MashreqOnline](#)

If he visits branch, customer needs to fill in a physical Funds Transfer Form and authorize to debit his account to transfer money

*refer to the Branch remitting process

*T&C apply