

MASHREQ CREDIT CARD – AIRPORT SERVICE BOOKING PROCESS

Mashreq Credit cardholders are entitled to avail complimentary Limousine Service, subject to having a valid / active Mashreq Credit Card.

This offer is valid only for eligible Mashreq Credit Cardholders (“Cardholder”) issued in the UAE by Mashreq Bank psc (“Mashreq”).

This service is available on Solitaire Credit card, Mashreq Al Islami Solitaire Credit card, Platinum Elite Credit card, Mashreq Al Islami Credit card and SmartSaver Global credit card.

Utilization of the FREE Airport pick up or drop service shall be subject to a minimum cumulative retail spends. Please refer to the respective product webpages for the details regarding the eligibility criteria

In an event of the Cardholder does not meet the Target Spend criteria or Additional services (uses), the charge for the same will be debited to the credit card.

Steps to be followed to make the reservation for availing the service.

| Arrivals | Departures |
|--|---|
| <p>From Airport to the cardholder's destination (Within Dubai or Abu Dhabi city limits)</p> | <p>From cardholder's pickup point to the Airport (Within Dubai or Abu Dhabi city limits)</p> |

Step 1: Cardholder will call Mashreq call center at least 4 business days in advance from the date & time of pick up.

Step 2: Bank Call Centre representative will collect the information such as customer name, card number, pick up location, date, and time, etc.

Step 3: Bank Call Centre representative will provide the pick-up details to the service provider

Step 4: Upon confirmation, Limousine service provider will send an Email confirmation to the card holder.

Step 5: 12 to 24 hours prior to the pickup time, Limousine service provider will send a SMS to the card holder with the details of chauffeur name and contact details.

Step 6: Limousine chauffeur will be stationed at the arrival parking lot where the card holder will have to reach the arrival parking slot to continue with the service.

Step 1: Cardholder will call Mashreq call center at least 4 business days in advance from the date & time of pick up.

Step 2: Bank Call Centre representative will collect the information such as customer name, card number, pick up location, date, and time, etc.

Step 3: Bank Call Centre representative will provide the pick-up details to the Limousine service provider.

Step 4: Upon confirmation, Limousine service provider will send an Email confirmation to the card holder.

Step 5: 12 to 24 hours prior to the pickup time, Limousine service provider will send a SMS to the card holder with the details of chauffeur name and contact details.

Step 6: Cardholder to coordinate with the chauffeur and continue to avail the service.

For detailed product level T&Cs, please visit:

- Solitaire credit card – www.mashreq.com/solitaire
- Platinum Elite credit card – www.mashreq.com/elite
- SmartSaver credit card – www.mashreq.com/global
- Mashreq Al Islami Platinum credit card – www.mashreq.com/maic
- Mashreq Al Islami Solitaire credit card – www.mashreq.com/maic