

## PERSONAL LOAN

Mashreq Personal Loan meets the borrowing requirements of salaried clients, employed in the UAE. The interest rate on your Mashreq Personal Loan is fixed and will remain so for the life of your loan.

**You can use the proceeds of Mashreq Personal Loan for all your planned and unexpected needs: For example:**

 <p>Consolidate debts, such as combining multiple credit cards or other debts into one loan</p>	 <p>Plan a vacation with family / friends</p>	 <p>Renovate your home</p>	 <p>Fund self / child's education needs</p>	 <p>Attend to medical needs</p>	 <p>Property purchase in your Home Country / Overseas*</p>
<p>Any other need that requires access to additional funds</p>					

\* As per the UAE Central Bank Guidelines, if a customer is taking out a home loan in the UAE, for a UAE property, the customer cannot avail a Personal loan to fund the down payment of the property purchase.

## ALTERNATIVES TO A PERSONAL LOAN:



### Credit Card:

A unique payment instrument used for making purchases and short-term payment plans



### Revolving Overdraft:

If you have short term borrowing needs of smaller amounts, a revolving overdraft may be better alternate to your financing needs since it will help you overdraw your account till your next salary gets credited



### Car Loan:

If your borrowing needs are to purchase vehicle, Car loan would be appropriate due to lower pricing & tenurer offered up to 60 months



### Home Loan:

If your borrowing needs are to purchase property in UAE, Home loan would be appropriate solution due to lower pricing & longer tenure offered for ease of making lower payments

## APPLICATION PROCESSING TIME:

- Your loan will be disbursed within 10 business days of signing the application form and providing required documents including but not limited to identity documents, income documents, salary transfer letter in Mashreq's approved format and the required undertakings.
- If you have requested to buyout some of your facilities from other bank(s), the funds will be made available for such buyout(s) within 10 business days of signing the application form. However, funds will only be released to the other bank(s) based on the availability of valid liability letter(s). Any residual funds will only be released upon successful closure of your liabilities with other bank(s) with a clearance and salary transfer to Mashreq and clearance letter.
- **For Expatriates:** If your loan/ finance amount is AED 1 Million or more, the application processing time will start only after the insurance cover confirmation is received for full loan amount for full tenure. This may involve undergoing a medical examination if required by the insurance provider
- **For Emiratis:** If your finance/ loan amount is AED 1.5 Million or more, the application processing time will start only after the insurance/ takaful cover confirmation is received for full loan/ finance amount for full tenure. This may involve undergoing a medical examination if required by the insurance/ takaful provider.
- **For Emiratis:** In case of legacy buyouts, residual funds, if any, will be applied towards the loan/ finance and will not be disbursed.
- If your application is not successful or we are otherwise not able to process your application, we will inform you of the same within 30 business days of signing the application form and providing required documentation in relation to the facility.

## TERMS AND CONDITIONS:

Before signing your Personal loan agreement, you should read all the terms & conditions of the personal loan, as well as, the other terms and conditions which are applicable for all products and services carefully, to ensure that this is the best product for you and that you understand the features and pricing of this product. The terms and conditions for personal loans are available on our website [mashreq.com/pl](http://mashreq.com/pl).

## WARNING - KEY OBLIGATIONS OF THE CUSTOMER & CONSEQUENCES IN CASE OF FAILURE TO MEET THE SAME:

Responsibility	Failing Which
<p>If you have availed a salary transfer Loan</p> <ul style="list-style-type: none"> <li>⦿ Transfer your salary to Mashreq before your first due date <b>AND</b></li> <li>⦿ Continue transferring it until the finance is fully paid off</li> </ul>	<p>The bank has the right to take any or all the following actions;</p> <ul style="list-style-type: none"> <li>⦿ Place a freeze on your salary account with other bank through court</li> <li>⦿ Hold or freeze any amount available in your account(s) with Mashreq / Mashreq Al Islami and/or use it to recover any or all the outstanding finance amount</li> <li>⦿ Reach out to your employer to seek salary transfer to Mashreq or Mashreq Al Islami bank account</li> <li>⦿ Declare non salary transfer to Mashreq or Mashreq Al Islami an event of default and demand payment of any or all the outstanding loan amount and in case of non-payment, take necessary legal action including but not limited to filing a case</li> <li>⦿ <b>For Emiratis:</b> Use other means to recover due instalments including but not limited to Direct Debit set up on your account with other bank(s). Any instance of a failed DDA will be reported to Al Etihad Credit Bureau which could adversely affect your credit history or score and may make it more difficult for you to obtain credit in the future</li> <li>⦿ <b>For Emiratis:</b> Reach out to Pension Fund to seek End of Service Benefit and/or Pension transfer to Mashreq / Mashreq Al Islami</li> </ul>
<ul style="list-style-type: none"> <li>⦿ Pay the monthly installment on or before the due date</li> </ul>	<p>The bank has the right to take any or all the following actions;</p> <ul style="list-style-type: none"> <li>⦿ Charge late payment fee as per schedule of charges</li> <li>⦿ Withdraw/freeze/utilize any or all the outstanding loan amounts from any or all your Accounts with the bank or with any other bank</li> <li>⦿ Report any missed/delayed loan installment payment, to Al Etihad Credit Bureau which could adversely affect your credit score or history and may make it more difficult for you to obtain credit in the future</li> <li>⦿ In case of continued nonpayment, the bank will employ all available measures to recover the due amount. This may include, and not be limited to, reaching out to you on the phone, over emails, by conducting physical visits to your home or place of employment at the discretion of the bank. The bank can also disclose and share your Information to any Third Party including any authorized debt collection agency/agent. This is to enable the authorized debt collection agency/agent to follow up with the customer/ any appropriate third party duly authorized by the customer</li> <li>⦿ The security cheque(s) collected as part of application may be presented without any prior notice and in case of return you may face legal consequences</li> <li>⦿ <b>For Emiratis:</b> Use other means to recover due installments including but not limited to Direct Debit set up on your account with other bank(s). Any instance of a failed DDA will be reported to Al Etihad Credit Bureau which could adversely affect your credit history or score and may make it more difficult for you to obtain credit in the future.</li> </ul>

Responsibility	Failing Which
<ul style="list-style-type: none"> <li>◦ Please notify the Bank with any change whether to salary, employment terms and conditions and change of employer</li> <li>◦ The customer further agrees and undertakes not to stop or otherwise cancel the salary transfer to his/her Account held with the Bank or any other Bank without the Bank's prior written approval</li> <li>◦ The customer further agrees and undertakes not to stop or cancel the Standing Order given by him/her to his/her Account with us or any other Bank without the Bank's prior written approval.</li> <li>◦ Furthermore, the customer hereby agrees and acknowledges that he/she shall be held responsible for any stoppage or otherwise non-transfer of his/her salary to the Account held with the Bank or any other Bank</li> </ul>	<p>The Bank is hereby irrevocably and unconditionally authorised to withdraw/freeze any or all the outstanding loan amount from any or all the customer's Accounts with the Bank or any other Bank</p>
<p>You undertake that in the event you cease to be employed (either as a result of being terminated or resignation)</p> <ul style="list-style-type: none"> <li>◦ You shall ensure that all your end of service benefits, severance pay, redundancy compensation and/or any other amount is transferred to the Bank</li> <li>◦ The bank is irrevocably and unconditionally authorized to reassess and/or recall the finance and/or to withdraw/freeze/utilize any or all the outstanding Finance amounts from any or all your Accounts with the bank or with any other bank.</li> </ul>	<p>The bank has the right to take any or all the following actions;</p> <ul style="list-style-type: none"> <li>◦ Charge late payment fee as per schedule of charges</li> <li>◦ Withdraw/freeze/utilize any or all the outstanding Finance amounts from any or all your Accounts with the bank or with any other bank</li> <li>◦ Report any missed/delayed finance installment payment, to Al Etihad Credit Bureau which could adversely affect your credit score or history and may make it more difficult for you to obtain credit in the future</li> <li>◦ In case of continued nonpayment, the bank will employ all available measures to recover the due amount. This may include, and not be limited to, reaching out to you on the phone, over emails, by conducting physical visits to your home or place of employment, or filing a police complaint or a court case in all relevant jurisdictions</li> <li>◦ The security cheque(s) collected as part of application may be presented without any prior notice and in case of return you may face legal consequences</li> <li>◦ <b>For Emiratis:</b> Use other means to recover due instalments including but not limited to Direct Debit set up on your account with other bank(s). Any instance of a failed DDA will be reported to Al Etihad Credit Bureau which could adversely affect your credit history or score and may make it more difficult for you to obtain credit in the future</li> </ul>
<ul style="list-style-type: none"> <li>◦ Please ensure all correspondence with the bank is always kept secure</li> </ul>	<ul style="list-style-type: none"> <li>◦ Your personal loan details, if compromised at your end, may be mis-used by fraudsters</li> </ul>
<ul style="list-style-type: none"> <li>◦ Please ensure you review all statements and transaction notifications promptly as received from the bank</li> </ul>	<ul style="list-style-type: none"> <li>◦ Disputing charges long after the fact, can be a long and cumbersome process, with high chances of your request being declined by the bank</li> </ul>
<ul style="list-style-type: none"> <li>◦ Please keep the bank informed of any changes in your contact details or IDs (cell phone, email address, Emirates ID, passport, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>◦ Expired documents or outdated details may hamper our ability to process transactions or reach out to you in time of need</li> </ul>
<ul style="list-style-type: none"> <li>◦ Please declare all finances, credit cards and any other financing facilities that you have at the time of application</li> </ul>	<ul style="list-style-type: none"> <li>◦ If you declare a facility after the loan has been approved and that facility is causing your debt burden to be higher than regulatory limits or your affordability, the bank will not be under any obligation to offer restructure or any other relief pertaining to its facilities</li> </ul>

## SERVICES: FEES & CHARGES\*

Schedule of Charges	Charges (VAT Inclusive)	Illustration																				
<b>Rate of Interest for Emiratis</b>	5.99% to 12.99% (VAT not applicable)	<table border="0"> <tr> <td>Loan amount <b>AED 100,000</b></td> <td>Tenure <b>48</b> Months</td> <td>Interest rate <b>6.75%</b></td> </tr> </table> <p><b>Appx Monthly Installment AED 2,447</b></p>	Loan amount <b>AED 100,000</b>	Tenure <b>48</b> Months	Interest rate <b>6.75%</b>																	
Loan amount <b>AED 100,000</b>	Tenure <b>48</b> Months	Interest rate <b>6.75%</b>																				
<b>Life Insurance Fee for Emiratis</b> Covers outstanding loan amount of the customer in case of death. The beneficiary of the insurance cover will be the bank and bank will use the claim amount to settle customer's outstanding loan.	0.0191% of the outstanding finance amount per month	Bank will absorb the fee on behalf of customer for tenure up to 48 months (60 months for Armed Forces)																				
<b>Life Insurance Fee for Emiratis – Debt consolidation Loan</b> Covers outstanding loan amount of the customer in case of death. The beneficiary of the insurance cover will be the bank and bank will use the claim amount to settle customer's outstanding loan.	0.01911% of the outstanding amount per month	<p>This is a preferential fee that the bank has arranged as part of a group cover. This fee is therefore subject to change from time to time during the tenure of the loan.</p> <p>If loan amount is AED 100,000, insurance fee for month 1 will be AED 19.11.</p> <ul style="list-style-type: none"> <li>This fee will be charged in addition to your monthly instalment</li> <li>This fee will be charged every month on the due date till maturity date</li> <li>This fee will also be charged in the month where you avail installment postponement</li> </ul> <p><b>Note:</b> You have the option to choose insurance cover from another provider listed with Mashreq. However, if you choose to go for another provider, you will have to arrange the cover for full tenure of the loan by paying a single premium.</p>																				
<b>Rate of Interest for Expatriates</b>	5.99% to 31.99% (VAT not applicable)	<table border="0"> <tr> <td>Loan amount <b>AED 100,000</b></td> <td>Tenure <b>48</b> Months</td> <td>Interest rate <b>6.75%</b></td> </tr> </table> <p><b>Appx Monthly Installment AED 2,412</b></p>	Loan amount <b>AED 100,000</b>	Tenure <b>48</b> Months	Interest rate <b>6.75%</b>																	
Loan amount <b>AED 100,000</b>	Tenure <b>48</b> Months	Interest rate <b>6.75%</b>																				
<b>Life Insurance Fee for Expatriates</b>	Free coverage	Bank will absorb the fee on behalf of customer																				
<b>Life Insurance Fee for Expatriates - Neo Credit</b>	No insurance coverage	NA																				
<b>Processing Fee</b>	1.05% of loan amount	<table border="0"> <tr> <td>Fee applied <b>1.05%</b></td> <td>×</td> <td>Loan amount <b>AED 100,000</b></td> <td>=</td> <td><b>AED 1050</b></td> </tr> </table>	Fee applied <b>1.05%</b>	×	Loan amount <b>AED 100,000</b>	=	<b>AED 1050</b>															
Fee applied <b>1.05%</b>	×	Loan amount <b>AED 100,000</b>	=	<b>AED 1050</b>																		
<b>Partial or Early settlement</b>	1.05% of Principal loan outstanding OR AED 10,000 whichever is lower	<table border="0"> <tr> <td>Loan outstanding: <b>AED 100,000</b></td> <td>Early settlement fee 1.05% inclusive of VAT: <b>AED 1,050</b></td> </tr> </table> <p>Accrued interest till date: <b>AED 2000</b> Moratorium Interest: <b>AED 3000</b></p> <table border="0"> <tr> <td colspan="4"><b>Settlement amount</b></td> </tr> <tr> <td><b>AED 100,000</b></td> <td>+</td> <td><b>AED 1,050</b></td> <td>+</td> <td><b>AED 2,000</b></td> <td>+</td> <td><b>AED 3,000</b></td> </tr> <tr> <td colspan="7"><b>AED 106,050</b></td> </tr> </table>	Loan outstanding: <b>AED 100,000</b>	Early settlement fee 1.05% inclusive of VAT: <b>AED 1,050</b>	<b>Settlement amount</b>				<b>AED 100,000</b>	+	<b>AED 1,050</b>	+	<b>AED 2,000</b>	+	<b>AED 3,000</b>	<b>AED 106,050</b>						
Loan outstanding: <b>AED 100,000</b>	Early settlement fee 1.05% inclusive of VAT: <b>AED 1,050</b>																					
<b>Settlement amount</b>																						
<b>AED 100,000</b>	+	<b>AED 1,050</b>	+	<b>AED 2,000</b>	+	<b>AED 3,000</b>																
<b>AED 106,050</b>																						
<b>Postponement fees</b>	AED 105 per postponement	<p>Fee applied <b>AED 105</b> for every installment postponement.</p> <p>Postponement fee is <b>AED 100</b> and VAT on postponement fee is <b>AED 5</b>.</p> <p>For up to 48/60 months loans you can postpone a maximum of two (2) installments in a calendar year.</p> <p>For long term loans you can postpone a maximum of one (1) installment in a calendar year.</p> <p>You cannot avail a postponement for two consecutive months. Minimum 3 EMI payments are required to qualify for a postponement.</p> <p>Your age must not exceed 70 years at the loan maturity date while applying for a postponement.</p>																				

## SERVICES: FEES & CHARGES\*

Schedule of Charges	Charges (VAT Inclusive)	Illustration
Late Payment Fee	2% of the delayed amount	<p>Min <b>AED 52.50</b>. Max <b>AED 210</b>. Fee applied 2% of the delayed installment amount <b>AED 750</b>.</p> <p>Min Fee applied <b>AED 52.50</b>. Fee applied 2% of the delayed installment amount <b>AED 15,000</b>. Max Fee applied <b>AED 210</b>.</p> <p>Min late payment fee (LPF) is <b>AED 50</b> and VAT on LPF is <b>AED 2.50</b>. Max late payment fee (LPF) is <b>AED 200</b> and VAT on LPF is <b>AED 10</b>.</p>

\* Click [Mashreq.com/soc](https://www.mashreq.com/soc) to know more

### Cooling Off period (Your Right to Cancel):

In line with the Consumer Protection Standards issued by the UAE Central Bank pursuant to the Consumer Protection Regulation (Circular No. 8 – 2020), you are hereby informed that you have the right to withdraw or cancel your Personal Loan Application within 5 Business Days from date of signing thereof ("Cooling-Off Period"). On the 6th Business Day (or 1 day after the expiry of the Cooling-Off Period), you must inform the Bank of your decision to cancel or withdraw the Personal Finance Application AND pay the finance amount that was credited into your account AND/OR the amount that was paid by Mashreq to another bank to buyout your liabilities otherwise, the same shall continue to apply and shall be deemed confirmed by you.

The Bank will, during the Cooling-Off Period, provide you with access to your Account and other account related services, subject to satisfactory KYC and compliance checks and procedures of the Bank.

Should you choose to waive your right to the Cooling-Off Period, you must, in writing, notify and/or confirm to the Bank such intention. It must be noted that if you opt to cancel or withdraw the Personal Finance Application within the Cooling-Off Period, you shall be responsible to pay all costs and charges that you may have incurred in relation to your Account AND Personal Loan during the Cooling-Off Period and before the cancellation of your Account AND Personal Loan.

I/We hereby acknowledge and agree that Mashreqbank psc has the right to change the Terms and Conditions, interest rates, fees and charges according to Bank's policy, and any changes thereof will be notified to me/us by the Bank 60 calendar days prior to their implementation.

I/We hereby confirm that this Personal loan Key Fact statement has been provided to me prior to my application for personal loan.