

MASHREQ VISA INFINITE DEBIT CARD – AIRPORT SERVICE BOOKING PROCESS

Mashreq Private Banking customers (VISA Infinite Debit cardholders) are entitled to avail complimentary Airport Transfer Service, subject to having a valid / active Private Banking account. This service is available only for Private Banking customers. Please find below the steps to be followed to make the reservation for booking the service:

Arrivals	Departures
From Airport to the customer's destination (Within Dubai, Abu Dhabi & Sharjah city limits)	From customer's pickup point to the Airport (Within Dubai, Abu Dhabi & Sharjah city limits)
<p><u>Step 1:</u> Private Banking customers will call Mashreq call center at least 4 business days in advance from the date & time of pick up.</p> <p><u>Step 2:</u> Bank Call Centre representative will collect the information such as customer name, card number, pick up location, date, time, etc.</p> <p><u>Step 3:</u> Bank Call Centre representative will provide the pick-up details to the Airport transfer service provider.</p> <p><u>Step 4:</u> Upon confirmation, Airport transfer service provider will send an Email confirmation to the customer.</p> <p><u>Step 5:</u> 24 hours prior to the pickup time, Airport transfer service provider will send an SMS to the customer with the details of chauffeur name and contact details.</p> <p><u>Step 6:</u> The chauffeur will be stationed at the arrival parking lot, where the customer will have to reach to continue with the service.</p>	<p><u>Step 1:</u> Private Banking customers will call Mashreq call center at least 4 business days in advance from the date & time of pick up.</p> <p><u>Step 2:</u> Bank Call Centre representative will collect the information such as customer name, card number, pick up location, date, time, etc.</p> <p><u>Step 3:</u> Bank Call Centre representative will provide the pick-up details to the Airport transfer service provider.</p> <p><u>Step 4:</u> Upon confirmation, Airport transfer service provider will send an Email confirmation to the card holder.</p> <p><u>Step 5:</u> 24 hours prior to the pickup time, Airport transfer service provider will send a SMS to the customer with the details of chauffeur name and contact details.</p> <p><u>Step 6:</u> The customer to coordinate with the chauffeur and continue to avail the service.</p>