

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 Al Islami (Islamic Banking Window of Mashreqbank PSC, a bank licensed and regulated by the UAE Central Bank) (“Mashreq”).

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

Utilization of the complimentary 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 to make the booking request on Mashreq Mobile App at least 4 business days in advance from the date & time of pick up.

Step 2: Login to Mashreq Mobile App and select Airport transfer request. Cardholder to enter information such as name, flight details, passenger and luggage information, pick up location, date, and time, etc.

Step 3: The Bank will share the booking request details for pick-up/drop off with the service provider.

Step 4: Upon confirmation, Limousine service provider will send an email confirmation to the cardholder.

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 chauffer name and contact details.

Step 6: Limousine chauffer 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.

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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 chauffer name and contact details.

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

For detailed product level T&Cs, please visit:

· **Solitaire credit card** – www.mashreq.com/solitaire

**No minimum spends criteria applicable for Private Banking Solitaire credit card customers for availing complimentary airport pickup/drop services.*

*** Services in Sharjah also available for Private Banking clients*

· **Platinum Elite credit card** – www.mashreq.com/elite

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· **SmartSaver credit card** – www.mashreq.com/global

· **Mashreq Al Islami Platinum credit card** – www.mashreqislami.com/maic

· **Mashreq Al Islami Emirati Solitaire credit card** – www.mashreqislami.com/solitaire