Frequently Asked Questions – FAQs

Q1. What is the minimum eligibility criterion for the “Salary Happiness” account?
A. All you need to do is open an account with Mashreq and transfer your salary to the account. The minimum monthly salary requirement is AED 10,000.

Q2. What are the benefits of applying for the account?
A. The “Salary Happiness” account comes with a host of benefits. The benefits kick in the moment your salary starts getting transferred to the account. You will enjoy the following:

✓ A joining gift (one-time) guaranteed cash amount credited to your account based on your monthly salary as follows:

<table>
<thead>
<tr>
<th>Monthly Salary (AED)</th>
<th>Joining Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,000 to below 25,000</td>
<td>AED 500</td>
</tr>
<tr>
<td>25,000 to below 50,000</td>
<td>AED 1,000</td>
</tr>
<tr>
<td>50,000 and above</td>
<td>AED 2,500</td>
</tr>
</tbody>
</table>

✓ Earn bonus Salaam points worth AED 25 every month if you do an aggregate of 5 utility bill payments (only DU, Etisalat, Card Payment, Salik recharge and Water & Electricity) and/or international remittance transactions in a month executed via Mashreq Online/Snapp
✓ No minimum balance requirement on the account and no monthly fee charged
✓ Unlimited free remittance (international) transactions in a month executed via Mashreq Online/Snapp

Q3. How can I apply for the account?
A. SMS ‘HAPPY’ to 4250 or you can visit http://mashreq.com/happyand request for one of our representatives to contact you. You can also visit your nearest Mashreq branch.

Q4. How long will the campaign run?
A. The “Salary Happiness Account” shall be open for enrollment from a period starting from 6th April, 2016 and will be offered till the time the Bank decides to discontinue the campaign.

Q5. When and how do I get the Joining Gift?
A. You will receive the Joining Gift once your first salary has been credited to the account; Joining Benefit will be credited within 60 days of first salary transfer. However, if the salary transfer in your account stops, within 12 months of the first salary credit or if we identify that an existing salary transfer account has been closed & a New ‘Happiness Account’ has been opened or the average monthly salary
transferred to the account over the next 12 months does not meet the monthly salary eligibility as defined in the joining cash benefit table above; the value of the Joining Gift will be debited from your account.

Q6. When and how do I get the monthly Salaam points benefit?
A. In order to be eligible for the monthly Salaam points benefits, you need to do an aggregate of 5 utility bill payment and remittance transactions in a month, executed via Mashreq Online/Snapp e.g.
  - 3 utility bill payment + 2 remittance transactions or
  - 4 utility bill payment + 1 remittance transaction or
  - 5 utility bill payment transactions

We will recognize the 5 unique payments basis payments made to unique beneficiaries.
Example:
  • Such payment could be to 3 different mobile numbers – will be considered as 3 payments since the beneficiaries are 3 different mobile phones
  • Such beneficiaries could be payment to 2 different car Salik payments – will be considered as 2 payments since the beneficiaries are 2 different cars

The Salaam points will be credited to your account in the first week of the month for transactions conducted in the previous month.

This monthly benefit is applicable to both New & Existing salary transfer customers only if there is a valid salary transfer to the account of minimum AED 10,000 during the same month.

‘Mashreq bank’ reserves the right to claw back the Salaam points in the event it is recognized that the 5 monthly transactions executed are not towards unique payments.

Q7. How do I avail the fall below fee and remittance fee waiver benefits?
A. The fee benefits from this campaign will be in the form of reversals. If you qualify for the benefits, i.e. have your salary transferred to the account, the same would be reversed by the end of the month.
The correspondent bank charges will not be reversed (if applicable) in the case of a remittance transactions. The remittance fee waiver is applicable on international remittance transactions conducted via Mashreq Online/Snapp only.

Q8. I am an existing salary transfer customer. Will I be eligible for the benefits offered with the “Salary Happiness” account?
A. Yes, you will be eligible for all the benefits except the joining gift if you receive continuous salary credit of AED 10,000 or more on a monthly basis in your salary transfer account.
Q9. I am an existing Mashreq customer but do not transfer salary to Mashreq. Will I be eligible for the benefits offered with the “Salary Happiness” account?
A. Yes, you will be eligible for all the benefits, including joining gift, if you apply for a ‘Salary Happiness’ account and receive continuous salary credit of AED 10,000 or more on a monthly basis in your salary transfer account.

Q10. What qualifies as a salary transfer to the account?
A. A salary transfer will only be recognized by Mashreq if it is credited to the account by the Customer’s employer registered in UAE using the correct channel and method recognized by the Bank. A remittance, direct transfer, cash or cheque credit transaction by the Employer will not be considered as a salary transfer transaction and will lose the eligibility of any benefits defined under this campaign. An erroneous salary transfer description could also result in the non-payment of the cash joining benefit.