

NeoBiz 3rd Anniversary Campaign

Everyone's a winner!

Frequently Asked Questions (FAQs)

1. What is this campaign all about?

All eligible customers get a chance to win AED 100,000 each month through a monthly lucky draw in the campaign duration. All eligible customers also qualify for guaranteed cash rewards on certain transactions. Details below:

Lucky draw for cash prizes: Lucky draws will be held each month starting, Feb'23 and will follow every month until Apr'23. As part of the Lucky draw, 2 clients will qualify for cash prize of AED 100,000 each month.

Cashback rewards for eligible transactions: Every customer will be rewarded guaranteed cashback reward of AED 3, for every eligible transaction – up to a max of AED 30 per customer in the campaign duration.

2. What is the duration of this campaign?

The campaign will be from 1st Jan 2023 to 31st March 2023.

3. Who can participate in this campaign?

All customers with active NeoBiz accounts will be eligible for this campaign.

4. I am not a Mashreq NeoBiz customer. Am I eligible for this campaign?

New accounts activated during the campaign period will be eligible for this campaign.

5. What's the criteria for getting entries to the monthly lucky draw?

Criteria for the monthly draw and the associated conditions are –

Criteria	Entries earned	Applicable conditions
Online/Mobile Login	1 entry	<ul style="list-style-type: none">Client earns 1 entry to the monthly draw by logging into Online banking/Mobile app (Max 1 entry per month during the campaign period)

Addition of balances	6 entries	<ul style="list-style-type: none"> • Every incremental balance of AED 3,000 will earn client 6 entries to the monthly draw • Average balances at client level will be considered to identify addition of balances • Average balance of Dec '22 will be considered as the base account balance. For customers who join us post 31st Dec 2022, base account balance considered will be 0. Average balances in respective months (Jan, Feb and Mar '23) of the campaign will be compared with the base account balance to identify addition of balances in any given month (e.g. : If Average balance of Dec'22 was AED 6,000 and the average balance of Jan'23 was AED 12,000 then it's an additional balance of AED 6,000 in Jan'23 over Dec'22 which will qualify client of 12 entries (6 entries for every incremental AED 3,000 , 6entries*2=12) • Client would continue to qualify for entries to the monthly draw for maintaining additional balances against the balance of base month i.e., Dec '22 or 0 in case of customers who join us post 31st Dec 2022
Bill Payments	3 entries	<ul style="list-style-type: none"> • Every Bill payment transaction done through online banking or Mobile app will qualify client of 3 entries
Local Money transfers (AED payments)	3 entries	<ul style="list-style-type: none"> • Every Local money transfer payment done through Online banking or Mobile app will qualify client of 3 entries
International Money transfers (Foreign currency payments)	6 entries	<ul style="list-style-type: none"> • Every International money transfer payment (SWIFT or Quick Remit) done through Online banking or Mobile app will qualify client of 6

		entries. Only foreign currency transfers will be considered.
Debit Card Spends	3 entries	<ul style="list-style-type: none"> Every single transaction of AED 300 done using NEOBiz Debit card during the campaign period will qualify client of 3 entries.

6. What's the criteria for getting cashback rewards during the campaign?

Criteria and applicable conditions to get cashback rewards during the campaign are

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Criteria	Applicable conditions
Online/Mobile Login	AED 3.00 cash reward per month for Online /Mobile log in (maximum AED 3.00 per month)
Bill Payment	AED 3.00 cash reward for every Bill payment/Local/ International money transfer transaction. <i>(Maximum cashback reward of AED 30 per client during campaign period)</i>
Local Money transfers (AED payments)	
International Money transfers (Foreign currency payments only)	
Debit Card Spends	AED 3.00 cash reward per month for every Debit card transaction of AED 300 done using NEOBiz Debit card

7. How do I know the number of entries I have for the monthly draw?

The number of entries earned for the monthly draw will be communicated via SMS / Email before the draw results are announced.

8. How do the monthly draws work?

Any customer who performs the transactions / actions as laid out in the criteria stated above, will get entries to the draw. Each month, 2 winners get to win a cash prize of AED 100,000 each. There will be a monthly draw starting February '23.

	Campaign Period / Activity Period / Transaction Period	Results
Monthly Draw 1	1 st Jan to 31 st Jan 2023	February 2023
Monthly Draw 2	1 st Feb to 28 th Feb 2023	March 2023
Monthly Draw 3	1 st Mar to 31 st Mar 2023	April 2023

Illustration: Customer will get entries for January's monthly draw basis transactions done in January 2023. Results of this draw will be computed and announced in February 2023.

9. Is there an upper limit to the number of entries I can get to the monthly draw?

No, there is no upper limit to the number of entries for the monthly draw.

10. How are draws conducted?

All the draws are conducted as per the guidelines issued by the Dubai Economic Department (DED). All draws are conducted in presence of a DED official as per the guidelines issued by DED.

11. If a customer wins, how will they be notified, and how can they collect the prize?

Customers who win any of the monthly draws will be contacted on their registered phone number and email address.

- Cashback rewards and lucky draw cash prizes will be credited directly to the customer's accounts.

12. What's the maximum amount of cashback rewards a customer can get?

A customer will get a maximum of AED 30 cashback rewards in the campaign duration.

13. How will the entries pertaining to addition of balances be computed for the monthly draw?

Average balance maintained in the month of Dec '22 will be considered as the base account balance. Base account balance for customers who join us post 31st Dec

2022 will be considered as 0. Every incremental balance of AED 3000 that the customer maintains in the Mashreq NEOBiz account will earn the client 6 entries to the monthly draw.

E.g.: Scenario 1: For ETB customers till 31st Dec 2022: If the customer's average account balance in Dec '22, Jan '23, Feb '23 and Mar '23 was AED 10000, AED 16000, AED 9000 and AED 13000 respectively, then:

Base Average Account Balance (Dec '22)	Campaign Months	Monthly Average Account Balance	Incremental Balance over base month (Dec '22)	Total entries for the monthly draws
AED 10000	Jan 2023	AED 16000	+6000	12
	Feb 2023	AED 9000	-1000	0
	Mar 2023	AED 13000	+3000	6

E.g.: Scenario 2: For a customer who joins us, in January 2023:

Base Average Account Balance (Dec '22)	Campaign Months	Monthly Average Account Balance	Incremental Balance over base month (Dec '22)	Total entries for the monthly draws
0	Jan 2023	AED 10000	+10000	18
	Feb 2023	AED 9000	-1000	0
	Mar 2023	AED 13000	+13000	24

14. How will the overall entries be computed for the monthly draw?

Overall entries will be computed as per criteria outlined for lucky draws stated above.

Illustration for 1 month below:

Transaction / Activity Type	Activity / Transaction Count	Criteria met	Entry Computation	Total Entries
Online / Mobile Login	29	1 entry for logging in to mobile / online banking during the month	1 entry	1
Addition of balances	As per earlier illustration pertaining to addition of balances, for the month of Jan			12
Bill Payments	5	3 entries for every bill payment transaction done through mobile / online banking	5 txns * 3 entries / txn	15
Local currency payments (AED payments)	5	3 entries for every local currency payment done through mobile / online banking	5 txns * 3 entries / txn	15
International currency payments (Foreign currency payments)	5	6 entries for every international money transfer payment (SWIFT or Quick Remit) done through mobile / online banking	5 txns * 6 entries / txn	30
Debit card spends	3 transactions of over AED 300	3 entries for every NEOBiz debit card transaction of AED 300 or more	3 txns * 3 entries / txn	9

Total entries to the monthly draw: 82

15. How will the cashback rewards be computed?

Overall cashback rewards will be computed as per criteria outlined for guaranteed cashback rewards stated above.

Illustration for 1 month below:

Transaction / Activity Type	Activity / Transaction Count	Criteria met	Reward Computation	Total Rewards
Online / Mobile Login	29	AED 3.00 cash reward per month for Online / Mobile log in (maximum AED 3.00 per month)	AED 3	3
Bill Payments	5	AED 3.00 cash reward per month for every bill payment transaction through mobile / online banking	5 txns * AED 3 / txn	15
Local currency payments (AED payments)	5	AED 3.00 cash rewards per month for every local currency transaction through mobile / online banking	5 txns * AED 3 / txn	15
International currency payments (Foreign currency payments)	5	AED 3.00 cash rewards per month for every international money transfer (Quick Remit / SWIFT) through mobile / online banking	5 txns * AED 3 / txn	15
Debit card spends	3 transactions of over AED 300	AED 3.00 cash reward per month for every Debit card transaction of AED 300 or more done using NEOBiz Debit card	3 txns * AED 3 / txn	9
Total Cashback Rewards that will be credited				AED 30

If a customer has already got AED 30 in the initial month of the campaign, then further cashbacks will not be applicable for that customer since the maximum cashback rewards a customer can get in the campaign duration is AED 30.