

FREQUENTLY ASKED QUESTIONS (FAQ's)

Savings Accounts with Profit and Rewards – "Raffle Draw"

1. When does the raffle draw campaign start?

The raffle draw campaign will commence from 1st July 2025 onwards and the first Raffle Draw will commence in August 2025

2. From when will the bank start calculating the minimum daily balance of AED 10,000 to determine draw entries?

The bank will begin calculating the **daily minimum balance requirement** starting from 1st **July 2025**. To qualify for the raffle draw, your eligible savings account must maintain a **daily minimum balance of AED 10,000 or more throughout the month**, starting from that date. If your balance drops below AED 10,000 on any day within the month, you will lose all draw entries for that month

3. Who is eligible to participate in the draw?

All individuals holding any of the following Savings Account are eligible to participate in the draw:

- a. Savings Account 6003
- b. Savings Account (Child) 6004
- c. Savings Account (Student) 6005
- d. Salaried Savings Account 6007
- e. Digital Account 6009

4. How can I earn entries into the draw?

For every AED 10,000 maintained as a minimum daily balance in your savings account, you earn one (1) entry into the draw. For example, if your account maintains AED 30,000 minimum daily balance for the month, you get three (3) entries. If your account maintains AED 45,000 minimum daily balance for the month, you get four (4) entries

Earn Draw Entries:

- Maintain AED 10,000 or more in any eligible savings account(s) for the month to get 1 entry
- Every additional AED 10,000 = 1 extra entry
- Maximum of 1,000 entries per customer per month

5. What are the prizes and rewards offered?

- **04 Grand Prize Seasonal Occasions** of AED 2 million each (during special occasions like Eid or National Day etc.) Frequency of Grand Prize Seasonal Occasions Draw will be decided by the Bank and announced accordingly.
- o4 Quarterly Grand Cash Prize of AED 2 Million (Quarterly: One prize of AED o1 Million for UAE Nationals & One prize of AED o1 Million for All Customers Excluding months of Grand Prize of AED 2 Million)
- Monthly Luxury Car prize (excluding months with Grand Cash Prize) 1 winner
- Monthly cash prizes of AED 5,000 each 05 winners
- Monthly cash prizes of AED 1,000 each 10 winners
- Monthly cash prizes of AED 500 each 25 winners
- Profit earnings based on prevailing profit rates and payout frequency

6. Can the bank disqualify a customer from the draw?

Yes, Sharjah Islamic Bank reserves the right to disqualify any customer from the draw or from winning prizes, at its sole discretion, without prior notice

7. Will I still earn profit on my savings account?

Yes, profit payouts will be made as per the prevailing profit rates and payout frequency on your savings account balance

8. Can I participate in the draw if I hold multiple eligible savings accounts?

Yes, each account's balance will be considered separately for entries into the draw Account balances are considered per account and aggregated balances across multiple accounts are not combined to calculate the draw coupons/entries

For Example:

No: of A/C	Account Type	Daily Min Balance Maintained	Eligible Draw Coupons
A/C No: 1	Savings Account – 6003:	AED 108,000	10
A/C No: 2	Salaried Savings Account – 6007:	AED 18,000	1
A/C No: 3	Digital Account – 6009:	AED 6,500	0
	Aggregate Balance of All Accounts	AED 132,500	11

9. Is there a deadline or period to qualify for the introductory offers?

The introductory offers and rewards scheme is applicable for the first year. Details for continuation or renewal will be communicated by the bank

10. If I open a new savings account today, will I be entered into the current month's raffle draw?

No. Any new account opened whether by a new or existing customer, will be considered for the raffle draw starting from the following month, provided the account meets the eligibility criteria, such as maintaining a daily balance of AED 10,000 or more

11. Why is my account only considered from the next month?

This allows the bank to verify that all eligibility requirements are consistently met over a full calendar month, ensuring fairness and transparency in the raffle draw process

12. How does this product benefit me compared to the existing savings accounts?

Besides competitive profit rates, you get rewarded with multiple exciting cash prizes, luxury car draws, and grand cash prizes while helping to grow your savings in a secure and rewarding manner

13. What are the key exclusions from eligibility?

The following customers/accounts are excluded from the draw:

- Deceased customers
- Dormant accounts
- Top tier of the Ruling Family and Ruling Family Restricted
- Board members
- Employees (including outsourced staff) of Sharjah Islamic Bank and its subsidiaries and their family members (spouse, children & parents)

• Accounts with posting restrictions such as:

13 - Account Blocked	- To be "Excluded" in the Raffle Draw		
15 - FIU freeze instructions	 To be "Excluded" in the Raffle Draw / Initiated through CBUAE related to finalcial crime 		
16 - CIR freeze instructions	 To be "Excluded" in the Raffle Draw / initiated through CBUAE related to finalcial crime 		
25 - Post No Debits - Fraud	 To be "Excluded" in the Raffle Draw / initiated through other Bank with a "Suspicious Transaction Report (STR)" to SIB 		

14. Is there a limit to the number of draw entries I can earn in a month?

Yes, the maximum number of draw entries a customer can earn in a single month's draw is capped at 1,000 entries

15. Can I win more than one prize in the same month?

No, a customer can win only one prize per month's draw, regardless of the number or value of prizes. Multiple wins by the same customer in the same month are not permitted

16. What if I maintain a minimum balance of AED 10,000 but it falls below during the month?

If at any point your balance falls below AED 10,000 during the month, you will lose all accumulated draw entries for that month

17. How will disqualification work?

Sharjah Islamic Bank reserves the right to disqualify any customer from the draw or winning prizes at its sole discretion and without prior notice

18. Are there any special cases or restrictions I should be aware of?

Yes, customers with accounts under financial crime investigation or restrictions, as noted in the posting restrictions codes, will be excluded, to maintain the integrity of the draw

19. What exchange rate is used to convert the balance in my foreign currency savings account to AED?

Sharjah Islamic Bank prevailing internal system exchange rate will apply to convert the non-AED balance in the foreign currency savings account

20. How will I know or check draw coupons/entries I have accumulated for draw eligibility? How many entries I have earned on my accounts for the draw?

You may check your accumulated draw entries by logging on Online & Mobile Banking channels. Alternatively, you may contact SIB Call Center (+971 6 5999999) for the latest updates on the draw entries

21. How will I know more about the raffle draw details and its terms and conditions?

You may check raffle draw details and its terms and conditions available on SIB Website www.sib.ae/millionaire-tcs

Alternatively, you may contact SIB Call Center (+971 6 599 9999) to know more about the raffle draw details and its terms and conditions