

BUY GOLD PROMOTION – Frequently Asked Questions

1. What is BUY GOLD Promotion?

This festive season, buy gold using RAKBANK Gold Account to win up to 1 Kg gold.

2. Why should I use RAKBANK Gold Account to buy gold?

RAKBANK Gold Account is designed to offer you a bundle of unique features as listed below:

- You can buy or sell gold at anytime from anywhere in seconds using RAKBANK Gold Account through RAKBANK Digital Banking (Online/Mobile) .
- Extremely competitive gold purchase price offered on RAKBANK Gold Account.
- Option to save in grams, starting from 1 gm
- Redeem your gold balance for physical gold at select RAKBANK branches
- Save regularly through monthly 'Standing Order' set up
- Enjoy capital gain when there is an appreciation in gold price

3. Who is eligible for the promotion?

Individual and Business customers with RAKBANK Gold Account are eligible.

4. How can I participate in the promotion if I am not an existing RAKBANK customer or if I am a RAKBANK customer but don't have a RAKBANK Gold Account?

If you are an existing RAKBANK customer but don't have a RAKBANK Gold Account, you will need to open a RAKBANK Gold Account using RAKBANK Digital Banking (Online/Mobile). Please note it is necessary to have a RAKBANK Current or Savings account for availing RAKBANK Digital Banking (Online/Mobile).

If you are a new customer to RAKBANK, you will need to:

- Open Current or Savings account
- Activate Digital Banking Channel/s access
- Open a RAKBANK Gold Account through RAKBANK Digital Banking (Online /Mobile).

5. What is the promotion period?

10th October 2019 to 9th January 2020

6. What is the total prize given during this promotion?

Total 1005 gms of gold will be given to winners during the promotion.

7. What I need to do for winning prizes?

All you need to do is buy gold using RAKBANK Gold Account. You can win prizes by purchasing minimum 1 gm gold during the promotion period.

8. Will everyone who buys 1 gm gold during promotion get 1Kg gold prize?

Monthly prize winners and grand prize winners will be selected by conducting monthly draws and grand draws. Everyone who will buy minimum 1 gm gold and its multiples will get entry in to monthly draws. Winners of the draw will get gold prizes.

Note: Gold purchased only during promotion period will be eligible for getting entry in to draws.

Details of draw entries and prizes are given below:

Monthly draw:

Gold weight Purchased through RAKBANK Gold Account during promotion month	Number of entries in monthly draw	Monthly Prize
1-24 gm	1 entry/gm	3 winners every month during the promo period: 1st winner 50gm 2nd winner 25 gm 3rd winner 10 gm Total monthly prizes: 85 gm Total prizes to win during 3 monthly draws = 255 gm
=> 25 gm	2 entry/gm	
Sign up for monthly standing order (SO) with minimum monthly purchase 5 gm	Get additional 5 entries in to the monthly draw upon first SO execution First SO execution must be within the promotion period	

Grand Draw:

Total Gold weight Purchased through RAKBANK Gold Ac-count during 3 months of promotion period	Number of entries in Grand draw	Grand Prize
1-74 gm	1 entry/gm	Total 3 winners: 1st winner 500gm 2nd winner 150 gm 3rd winner 100 gm Total grand prizes to win: 750 gm
=> 75 gm	2 entry/gm	

9. How many draws are conducted and when?

3 monthly draws and 1 grand draw will be conducted.

1st Draw - For gold purchased during 10 October 2019 to 9 November 2019

2nd Draw - For gold purchased during 10 November 2019 to 9 December 2019

3rd Draw - For gold purchased during 10 December 2019 to 9 January 2020

Monthly draws will be conducted on:

1st Draw - 13th November 2019,

2nd Draw -16th December 2019

3rd Draw -14th January 2020.

The Grand draw for gold purchased during 10 October 2019 to 9 January 2020 will be conducted on 14th January 2020.

10. How can I get my prize, if I win?

Prize (gold) will be credited in to your RAKBANK Gold Account within 30 days from the date of draw.

11. How will I know that I have won prize?

RAKBANK will inform all winners through various channels.

12. Are there any terms and conditions for this promotion?

Yes, terms and conditions are listed below:

- Gold must be purchased using RAKBANK Digital Banking (Online /Mobile) or branches at counter rate offered by RAKBANK to qualify for draw entries. If purchased at preferential price, it will not qualify for the draw. It may be noted that gold purchase rates offered by RAKBANK is competitive and attractive. Special purchase price is offered selectively based on quantity.
- Monthly and grand prizes will be credited to customer's RAKBANK Gold Account within 30 days from draw date. Gold account must be active when prize is being credited.
- RAKBANK Gold Account holders across all segments are eligible for the draw.
- Additional entries for Standing Order (SO) will be granted only if SO is set up during promotion period and if first execution date is within the promotion period
- Additional entries for SO will be granted for the draw month based on the execution date
- Additional entries for Standing Order are applicable only for monthly draw. These entries will not be included in grand draw.
- Gold credited in to the account in lieu of prize will not earn any entries for the subsequent draws.
- The Monthly Draws will be conducted on 13th November 2019, 16th December 2019 and 14th January 2020. The Grand Draw will be conducted on 14th January 2020.
- Promotion offer and its terms will be at the sole discretion of the bank and as per DED/regulatory guidelines.
- RAKBANK staff are not eligible for the promotion

13. Where can I get further details on RAKBANK Gold Account?

You can call our 24x7 phone banking for any queries you may have.

SMS GOLD to 7011 or visit rakbank.ae

Terms & Conditions apply. Offer valid from 10th October 2019 to 9th January 2020.

The National Bank of Ras Al Khaimah (P.S.C.) a Public Joint Stock Company

