

# Terms and Conditions: Account Reactivation Incentives Campaign

## 1. Introduction

This document outlines the terms and conditions governing the Account Reactivation Incentives Campaign (the "Campaign") offered by Sterling Bank Ltd (the "Bank") to customers with dormant or inactive accounts.

By participating in this campaign, customers agree to abide by these terms and conditions.

## 2. Definitions

- 2.1. **Inactive Account:** An account with no customer-initiated transactions for a period of 6 months.
- 2.2. **Dormant Account:** An account with no customer-initiated transactions for a period of 12 months or more.
- 2.3. **Reactivation:** The process of resuming activity on an inactive or dormant account by funding or performing transactions.

## 3. Eligibility

To qualify for the incentives, customers must:

- 3.1. maintain an account with the Bank that has been classified as inactive and/or dormant for a minimum period of five (5) consecutive years.
- 3.2. Reactivate your account by funding it or performing transactions as specified in Section 4.
- 3.3. Meet the criteria outlined for each incentive category.

## 4. Reactivation Channels

Customers can reactivate their accounts through the following channels:

- 4.1. **Inactive (savings/current) Accounts:** Fund the account to resume activity.
- 4.2. **Dormant (savings/current) Accounts:** Visit any of the Bank's touchpoints, including:
- 4.2.1. Contact Center.
  - 4.2.2. Branch.
  - 4.2.3. Self-service platforms.

## 5. Incentive Categories and Criteria

### 5.1. Category 1: Rewards

Customers who reactivates their accounts may be eligible for the following rewards depending on their location and at the Bank's sole discretion:

- **Free Debit Card:** A replacement or new debit card at no cost. Customers receive congratulatory email/SMS within 1-3 days, stating they qualify for a free debit card and how to pick it up.
- **Discount on Bolt Trips:** 10% discount, capped at ₦1,500 per trip. The congratulatory email will contain details on how to redeem the reward.
- **Discount on Coffee at CafeOne Outlets:** 30% discount, capped at ₦900 per purchase. Congratulatory email will contain details on how to redeem the reward.
- **Discount on Physical Care Services:** 5-15% discount on gyms, spas, swimming classes, etc., depending on the selected service provider. The congratulatory email will contain details on how to redeem the reward.
- **Fuel Voucher:** A voucher worth ₦1,500 for use at any NNPC station.
- **1-Month Free Health Insurance:** Complimentary health insurance coverage for one month. The congratulatory email will contain details on how to redeem the reward.
- **Mobile Data:** Free mobile data worth ₦1,500.
- **Airtime:** Free airtime worth ₦200.

### 5.2. Criteria for Rewards:

- Reactivate and fund your inactive or dormant account.
- Rewards will be credited to eligible accounts within 7 working days of meeting the criteria.

### 5.3. **Category 2: Star Prize**

5.3.1. **Prize:** Imperium Inverter System.

5.3.2. **Criteria:**

- a) Reactivate your inactive or dormant account.
- b) Fund the account.
- c) Maintain consistent transactions till the end of the Campaign to qualify for the draw.
- d) The reactivated account with the highest transaction count and value will emerge the lucky winner by the end of the Campaign

## 6. **General Terms and Conditions**

- 6.1. The campaign is valid for a period of 90 days from the commencement of the Campaign.
- 6.2. Only one reward per customer is allowed, regardless of the number of accounts reactivated.
- 6.3. The Bank reserves the right to verify the eligibility of customers and withhold incentives in cases of fraud or misuse.
- 6.4. Incentives are non-transferable and cannot be exchanged for cash.
- 6.5. The Bank reserves the right to modify, suspend, or terminate the campaign at any time with notice to customers to the extent practicable under applicable law.
- 6.6. Employees of the Bank and their immediate family members are not eligible to participate in this campaign.
- 6.7. By participating, customers consent to the use of their personal data for the purpose of administering the campaign.

## 7. **Severability**

If any of these Terms should be determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these Terms are intended to be effective, then to the extent and within the jurisdiction which that term is illegal, invalid or

unenforceable, it shall be severed and deleted and the remaining of the Terms shall survive, remain in full force and effect and continue to be binding and enforceable.

## **8. Waiver**

No waiver by us of any term or condition set forth in these Terms shall be deemed a further or continuing waiver of such term or condition or a waiver of any other term or condition, and any failure by us to assert a right or provision under these Terms shall not constitute a waiver of such right or provision.

## **9. Force majeure**

To the fullest extent permitted under applicable law, we will be excused from performance under these Terms, for any period that we are prevented from or delayed in performing any obligations pursuant to this Terms, in whole or in part, as a result of a Force Majeure Event. For purposes of this section, "Force Majeure Event" means an event or series of events caused by or resulting from any of the following: (a) weather conditions or other elements of nature or acts of God; (b) acts of war, acts of terrorism, insurrection, riots, civil disorders or rebellion; (c) quarantines or embargoes, (d) labor strikes; (e); (f) unauthorized access to our information technology systems by third parties; or (g) other causes beyond our reasonable control and contemplation.

## **10. Indemnity**

You agree to defend, indemnify, and hold harmless the Bank, its employees, officers, directors, agents, affiliates, and third-party service providers (collectively referred to as the "Indemnified Parties") from and against any and all claims, suits, liabilities, damages (actual and consequential), losses, fines, penalties, costs, and expenses (including reasonable attorneys' fees) arising from or in any way related to:

- Your participation in the Campaign;
- Your use of any services, products, or platforms provided by the Bank in connection with the Campaign;

- Your violation of these Terms and Conditions or any applicable law, regulation, or third-party rights;
- Any fraud, misrepresentation, or willful misconduct by you in connection with the Campaign.

The Indemnified Parties reserve the right to assume the exclusive defense and control of any matter subject to indemnification by you, in which event you agree to cooperate fully in asserting any available defenses. This indemnification obligation will survive the termination or expiration of these Terms and Conditions and your participation in the Campaign.

## **11. Governing Law**

These terms and conditions shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria.

## **12. Dispute Resolution**

We are committed to resolving any issues or disputes that may arise from your participation in the Campaign amicably and in good faith. To this end, we will use our best efforts to address and resolve any concerns you may have promptly and fairly. However, in the rare event that we are unable to resolve a dispute to your satisfaction, you agree that any unresolved matters related to the Campaign shall be referred to the Lagos Multi-Door Court House (LMDC) for mediation, whose decision shall be binding. Proceedings will be held in Lagos, Nigeria, and conducted in English.

## **13. Acceptance**

By reactivating your account and participating in this Campaign, you acknowledge that you have read, understood, and agreed to these terms and conditions.

## **14. Contact Information**

For inquiries or assistance, please contact:

- **Email:** [Customercare@sterling.ng](mailto:Customercare@sterling.ng)
- **Phone:** 02018888822 / 07008220000
- **Branch Visit:** kindly visit any of our nearby branches for further information and assistance.

