

TERMS AND CONDITIONS

“Customer Campaign – Account Upgrade Campaign by Sterling”

1. INTRODUCTION

1.1. “Account Upgrade” Campaign is promoted by Sterling Bank Ltd (“We,” “Us,” “Our,” “Sterling”) with its registered office at Sterling Towers, 20 Marina, Lagos.

1.2. The Campaign invites Tier 1 and Tier 2 account holders to upgrade their account by providing additional documentation to attain full KYC status. Twenty-five (25) upgraded account holders with the highest account balance growth subject to a minimum of N10,000 at the end of each week will receive airtime rewards.

1.3. These terms and conditions shall govern and apply to this Campaign as promoted on and run through emails, SMS, online, digital channels, and offline mediums.

1.4. By entering the Campaign, you (“Entrant,” “Participant,” “Winner”) agree to be fully bound by these Terms, and you represent and warrant that you satisfy all eligibility requirements set out herein. You further acknowledge and accept Our decision as final and binding as it relates to the content of this Campaign.

2. ELIGIBILITY

Campaign is open to only Sterling Bank customers with a Tier 1 or Tier 2 account (Financial Inclusion 1 or Financial Inclusion 2 savings account). Entrants must be 18 years of age or older. Employees of Sterling Bank or its affiliates, and their immediate family members (parents, children, siblings, and their respective spouses) are ineligible to enter and win. The Campaign is intended for Tier 1 and Tier 2 Savings Account holders only.

3. ENTRY AND CLOSING DATES

The Campaign will run for a period of 3 Months (**November 2025 – January 2026**) and customers are free to enter at any time within this period. The Bank reserves the right to extend, shorten, modify, or cancel the Campaign Period at any time, at its sole discretion.

4. HOW TO ENTER

These are the conditions for participation in the campaign:

- Campaign is open to new and existing Tier 1 and Tier 2 accountholders.
- Customers must have upgraded their account to Tier 3 (Classic Savings Account) using any of the approved channels - OneBank app, web form, email, or in-branch visit.
- Customers are to increase their account balance by a minimum of N10,000 through transfers or cash deposits to qualify for the airtime rewards. The top 25 highest funded accounts automatically win the free airtime reward each week.

5. Prizes, Winners Selection & Notification

- Each week, all upgraded individual savings accounts that meet the eligibility criteria will be ranked using the growth in their account balance. The Twenty-Five (25) customers with the highest account balance growth will emerge as winners.
- Winners will receive a congratulatory message and will also be notified of their rewards. This can be done via emails, SMS, and/or phone calls.
- Name of winners will be published on the bank's website and communicated via email.
- The N5,000 airtime reward will be credited directly to the registered phone number linked to the winner's upgraded Sterling Bank account.
- All upgraded accounts qualify for a free Afrigo or OneWoman debit card.
- Upgraded accounts improve their eligibility for the AlwaysOn overdraft feature on OneBank.

6. OTHER TERMS AND CONDITIONS

- We reserve the right to cancel or amend the terms of the Campaign including these terms and conditions, without notice to you in the event of an actual or anticipated breach of any applicable law or regulation, or any other event outside of our control or at our sole discretion.
- Sterling shall not be responsible for: (a) lost, misdirected, late, or incomplete entries or for inaccurate entry information.

- The authorized owner of the account that was upgraded and funded will be deemed to be the participant.
- The airtime reward is credited to winner's registered phone number on the upgraded account.
- Winners will be notified via SMS, email, and/or phone call using the contact information associated with their Sterling Bank account.
- The list of winners will also be published on the Banks social media pages, website or emailed to customers.
- Participants must ensure that their contact details are accurate and up to date. The Bank will not be responsible for any inability to contact winners due to incorrect or outdated contact information.
- The Bank reserves the right to disqualify any participant found to be in breach of these T&Cs or engaged in any fraudulent activity or manipulation of the Campaign.
- The Bank's decision on all matters relating to the Campaign is final and binding.

7. LIMITATION OF LIABILITY

You agree to release and hold harmless Sterling and its affiliates, advertising and promotion agencies, partners, representatives, agents, employees, officers, and directors from any liability, loss, litigation, claim, or damage that may occur, directly or indirectly, whether caused by negligence or not, from: (i) your participation in the Campaign; (ii) technical failures of any kind, including but not limited to the malfunction of any device, cable, network, hardware, or software; (iii) the unavailability or inaccessibility of any transmissions, telephone, or Internet service; (iv) unauthorized human intervention in any part of the entry process or the Campaign; (v) electronic or human error in the administration of the Campaign.

8. PRIVACY AND DATA PROTECTION

By participating in the Campaign, participants consent to the collection, use, and disclosure of their personal information for the purposes of administering the Campaign and for marketing purposes in accordance with the Bank's Privacy Policy.

9. GOVERNING LAW AND DISPUTE RESOLUTION

This Campaign and any dispute arising therefrom shall be governed and construed in accordance with the laws of the Federal Republic of Nigeria.

