

## TERMS AND CONDITIONS

"Customer Campaign – Kids Savings Boost Campaign by Sterling"

### **1. INTRODUCTION**

1.1. The "Kids Savings Boost" 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 is designed to encourage parents or guardians to grow their children's savings and build a habit of consistent saving. Nothing in this Campaign constitutes financial advice or a guaranteed return.

1.3. These terms and conditions shall govern and apply to this Campaign as promoted through emails, SMS, online, digital channels, and offline mediums. In the event of any conflict between promotional materials and these Terms, these Terms shall prevail.

1.4. By entering the Campaign, you ("Entrant," "Participant," "Parent/Guardian") agree to be fully bound by these Terms and acknowledge that Our decision is final regarding the content of this Campaign. Participation is voluntary and subject to compliance with all applicable laws and Sterling's internal policies.

### **2. ELIGIBILITY**

The Campaign is open to:

- Existing Sterling Kids & Teens accounts (formerly I Can Save) with balances below N50,000 as of the campaign start date; and
- New Kids & Teens accounts opened within the campaign period.

Sterling reserves the right, at its sole discretion, to verify eligibility, request additional documentation, decline participation, or disqualify any account that does not meet regulatory, KYC, AML, or internal compliance requirements.

Accounts that are dormant, restricted, under investigation, or not in good standing shall not qualify.

### 3. ENTRY AND CLOSING DATES

The Campaign will run for a period of 1 Month (May 2026 – December 2026, tentative), though the Bank reserves the right to extend, shorten, or modify the period at its sole discretion.

Sterling shall not be liable where the Campaign is modified, suspended, or cancelled due to regulatory directives, system issues, fraud concerns, force majeure events, or any circumstances beyond its reasonable control.

### 4. HOW TO ENTER

Eligible customers must complete the following steps to qualify to participate in the campaign:

- **Existing Kids & Teens Accounts:**
  - Opt in for the campaign through the designated portal. Failure to opt-in for the campaign automatically disqualifies a participant from the campaign reward.
  - Top up your child's account with a minimum of N100,000 within the campaign period.
  - Set up a scheduled transfer via OneBank or submit a standing order request to automate regular savings.
  
- **New Kids & Teens Accounts:**
  - Opt in for the campaign through the designated portal. Failure to opt-in for the campaign automatically disqualifies a participant from the campaign reward.
  - Open a new Kids & Teens account and maintain a minimum balance of N200,000 within the campaign period.
  - Set up a scheduled transfer via OneBank or submit a standing order request to automate regular savings.
  
- **Balance Maintenance:** The boosted amount must be maintained in the account for at least 30 days.

**Sterling reserves the right to reverse, withhold, or forfeit any reward where:**

- The balance is withdrawn before the required holding period.
- The account is found to be funded through fraudulent, suspicious, or reversible transactions.
- There is a breach of these Terms or applicable banking regulations.
- Multiple entries through the same child or linked accounts for the purpose of circumventing reward caps may result in disqualification.

## **5. REWARDS AND BENEFITS**

- **Existing Account Reward:** A 5% top-up bonus on the boosted amount, credited directly to the child's account and capped at N5,000 per child.
  - Bonus shall be calculated solely on net incremental deposits made during the Campaign period, excluding transfers between Sterling accounts belonging to the same customer.
- **New Account Reward:** Qualifying new account holders will receive Sterling-branded gift items for the child.
  - All rewards are subject to availability, verification, and compliance approval. Sterling reserves the right to substitute rewards with items of similar value without prior notice.
  - Rewards are non-transferable, non-exchangeable, and not redeemable for cash (except where required by law)

## **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.

- Parents or guardians of children who successfully meet the criteria will be notified via SMS, email, or phone call using the contact information associated with the account.
- A roll of honor featuring participants who successfully achieved their children's account savings boost will be published on the Bank's social media pages and website, and/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.
- Sterling's failure to enforce any provision shall not constitute a waiver of its rights.

## **7. LIMITATION OF LIABILITY**

To the fullest extent permitted under applicable law:

1. Sterling shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or in connection with the Campaign.
2. Sterling's total aggregate liability arising from or in connection with this Campaign shall not exceed the monetary value of the reward earned by the participant.
3. Sterling shall not be liable for:
  - o Technical malfunctions.
  - o Network or system downtime.
  - o Unauthorized access.
  - o Regulatory intervention.
  - o Force majeure events.

4. Nothing in these Terms shall exclude liability where such exclusion is prohibited by applicable law.

## **8. PRIVACY AND DATA PROTECTION**

By participating, participants consent to the collection and processing of personal data for:

- Campaign administration.
- Regulatory compliance.
- Fraud prevention.
- Marketing communications (subject to opt-out rights).

Sterling shall process personal data in accordance with applicable Nigerian data protection laws and its Privacy Policy.

Participants acknowledge that refusal to provide required information may result in disqualification.

## **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.