

TERMS AND CONDITIONS

“Sterling Transaction Rewards”

1. INTRODUCTION

1.1. The “Transaction Rewards” Initiative (the “Campaign”) is promoted by Sterling Bank Limited (“We,” “Us,” “Our,” “Sterling”) with its registered office at Sterling Towers, 20 Marina, Lagos.

1.2.. The Campaign is designed to promote digital channel adoption, increase transaction frequency, and enhance customer engagement through reward-based incentives for eligible customers.

1.3. Participation in the Campaign is voluntary and subject to these Terms and Conditions and any additional requirements communicated by Sterling in relation to the Campaign.

1.4. By opting into the Campaign through the designated opt-in channel, participants acknowledge that they have read, understood, and agree to be bound by these Terms and Conditions.

1.5. Participation in the Campaign does not automatically entitle any customer to a reward. Rewards shall only be granted upon Sterling's confirmation that all applicable eligibility requirements and qualifying conditions have been fully satisfied.

2. ELIGIBILITY

2.1. Participation in this reward category is strictly by invitation and limited to customers selected by Sterling based on the applicable campaign criteria.

2.2. Targeted customer segments include:

- Unfunded account holders.
- Customers on a digital channel with infrequent usage.
- Customers who are yet to adopt a digital channel.
- Inactive account holders
- Account holders with expired debit cards.

2.3. Invitation to participate in the Campaign does not guarantee entitlement to any reward. Customers must successfully opt into the Campaign, complete the applicable qualifying activities, and satisfy all other requirements determined by Sterling.

2.4. Sterling reserves the right to verify a participant's eligibility, transaction activity, and compliance with these Terms and Conditions and may disqualify any participant who does not meet the qualifying criteria or who engages in fraudulent, suspicious, abusive, or dishonest conduct.

3. CAMPAIGN PERIOD

3.1. The Campaign shall commence on [Campaign Start Date] and continue until 31 December 2026, unless extended, suspended, modified, or terminated earlier by Sterling in accordance with these Terms and Conditions.

3.2. Sterling reserves the right to extend, suspend, modify, or terminate the Campaign at any time at its sole discretion. Where required, Sterling shall notify customers through appropriate communication channels.

3.3. Rewards under the Campaign are subject to availability and the approved reward pool. Sterling reserves the right to discontinue the issuance of rewards once the allocated reward pool has been exhausted.

4. HOW TO QUALIFY

4.1. To qualify for a reward under the Sterling Transaction Rewards Initiative, an invited customer must first opt into the Campaign through the designated opt-in channel and complete the qualifying activities specified in their invitation. Qualification criteria shall vary based on the customer segment and profile determined by Sterling at the time of invitation and may include one or more of the following:

- Making a deposit or receiving an inward transfer into their Sterling account;
- Performing qualifying transactions through Sterling's digital channels, including the Sterling Debit Card and/or OneBank Mobile App;
- Activating their OneBank profile or Sterling Debit Card;
- Completing a specified minimum number of qualifying transactions;

- Achieving and maintaining a specified OneBank login streak within the Campaign Period; and
- Renewing an expired Sterling Debit Card.

Customers are required to review the specific qualifying requirements contained in their invitation, as qualifying activities, thresholds, transaction values, and applicable reward amounts may differ depending on the customer segment.

4.2. For the purpose of this Campaign, qualifying transactions shall be limited to inward transfers or deposits, airtime purchases, data purchases, and bill payments (including electricity bill payments, token purchases, television subscriptions, and internet subscriptions), as may be specified by Sterling.

4.3. Sterling reserves the right to review and verify all transactions and activities undertaken by participants to determine whether they satisfy the qualifying requirements of the Campaign.

4.4. Transactions that are reversed, cancelled, disputed, fraudulent, suspected to be fraudulent, or otherwise determined by Sterling to be inconsistent with the purpose of the Campaign shall not qualify for any reward.

5. REWARD STRUCTURE

5.1. Participants who satisfy all applicable eligibility and qualification requirements, as verified by Sterling, may be eligible to receive cash rewards in the form of bonuses or cashback credited to their Sterling account, subject always to the availability of rewards under the Campaign and the terms of their invitation.

5.2. Unless otherwise communicated by Sterling, rewards may range from ~~₦~~200 to ~~₦~~1,000. The applicable reward amount shall be determined by the qualifying activity completed and shall not constitute a guaranteed entitlement.

5.3. Eligible rewards shall be credited to the participant's active Sterling account within seven (7) working days after Sterling confirms that all applicable qualification requirements have been met.

5.4. Rewards under the Campaign are subject to the availability of funds within the approved campaign reward pool. Sterling reserves the right to limit, withhold, suspend, or discontinue the issuance of rewards once the allocated reward pool has been exhausted or where continued issuance of rewards would exceed the approved campaign budget.

6. DISQUALIFICATION

6.1. Sterling reserves the right, at its sole discretion, to disqualify any participant who:

- Engages or attempts to engage in fraudulent, deceptive, abusive, or dishonest conduct;
- Manipulates account balances, transaction patterns, or campaign activities for the purpose of artificially satisfying qualification requirements;
- Initiates transactions that are reversed, cancelled, or otherwise do not represent genuine customer activity;
- Breaches any applicable account terms and conditions or any provision of these Terms and Conditions;
- Provides false, inaccurate, or misleading information; or
- Otherwise acts in a manner that, in Sterling's reasonable opinion, undermines the integrity or intended purpose of the Campaign.

6.2. Sterling's determination regarding participant eligibility, qualification, and disqualification under the Campaign shall be final and binding, subject to applicable law.

7. PUBLICITY

7.1. Participation in the Campaign does not require participants to consent to the public disclosure of their personal information or identity.

7.2. Sterling may publish aggregated or anonymised information relating to the Campaign, including campaign outcomes, statistics, and performance results, provided that no participant is personally identified.

7.3. Sterling shall obtain a participant's prior consent before publishing or otherwise disclosing the participant's name, image, or any other personally identifiable information for promotional or publicity purposes.

8. LIMITATION OF LIABILITY

8.1. Sterling shall not be liable for any failure, delay, or inability to administer the Campaign arising from system failures, network interruptions, technical malfunctions, or any event beyond Sterling's reasonable control.

8.2. Sterling shall not be liable for any indirect, incidental, special, or consequential loss or damage arising out of or in connection with participation in the Campaign.

8.3. Nothing in these Terms and Conditions shall exclude or limit Sterling's liability for fraud, gross negligence, or any liability which cannot lawfully be excluded or limited under applicable law.

9. PRIVACY AND DATA PROTECTION

9.1. Personal data collected or processed in connection with the Campaign shall be handled in accordance with applicable data protection laws, including the Nigeria Data Protection Act, 2023, and Sterling's Privacy Policy.

9.2. By participating in the Campaign, participants acknowledge that Sterling may process their personal data for purposes relating to campaign administration, eligibility verification, reward fulfilment, customer communication, and other legitimate banking-related purposes in accordance with applicable law.

10. GOVERNING LAW

10.1. These Terms and Conditions and the Campaign shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria.

10.2. Any dispute arising out of or in connection with the Campaign shall be subject to the jurisdiction of the competent courts of the Federal Republic of Nigeria.