

TERMS AND CONDITIONS

“Welcome Back Bonus by Sterling”

1. INTRODUCTION

1.1. The “Welcome Back Bonus” 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 and reward customers who reactivate their previously inactive or dormant accounts and resume active digital banking transactions.

1.3. Participation in the Campaign is voluntary and subject to these Terms and Conditions.

1.4. By opting into the Campaign through the designated opt in channel, participants agree to be bound by these Terms.

2. ELIGIBILITY

2.1. Participation in this benefit category is strictly by invitation and limited to owners of inactive or dormant accounts.

2.2. Welcome Back Bonus is an exclusive, invitation-only initiative.

3. CAMPAIGN PERIOD

3.1. The Campaign shall run till December 31, 2026.

3.2. Management reserves the right to extend, suspend, modify, or terminate the Campaign at its discretion. Customers will be notified should this be required.

3.3. Rewards are subject to availability.

4. HOW TO QUALIFY

4.1. To qualify for the Welcome Back Reward, an eligible participant must successfully complete all the following actions:

1. **Reactivate:** Reactivate their **dormant account** at a closest Sterling bank service centre or via customercare@sterling.ng **OR** make a transfer to their **inactive account**.

2. **Activate:** Successfully activate a Sterling Debit Card or activate their Mobile banking (OneBank) profile.
3. **Transact:** Complete at least 5 transactions with total value of more than ₦5,000. This includes Inward transfers, Airtime purchase, Data purchase, and Bill Payments e.g. Electricity, TV Subscription, Internet Subscription etc.

5. REWARD STRUCTURE

5.1. Eligible participants who satisfy all conditions in Section 4 shall receive a one-off "Welcome Back Bonus" of ₦1,500.

5.2. The Welcome Back Bonus will be processed and credited directly into customer's reactivated account within 7 working days after completing the eligibility conditions – Reactivate. Activate. Transact.

5.3 A customer can only receive the Welcome Back Bonus once. Rewards are subject to applicable tax deductions where required by law.

6. DISQUALIFICATION

Sterling reserves the right to disqualify any participant who:

- Engages in fraudulent, deceptive, or abusive conduct.
- Manipulates account balances to artificially qualify.
- Breaches any applicable account terms.
- Provides false or misleading information.
- The Bank's decision shall be final.

7. PUBLICITY

7.1 Participation does not require consent for public disclosure of participant details.

7.2 Sterling may publish anonymized campaign results.

7.3 Any publication of a participant's identity shall be subject to separate consent.

8. LIMITATION OF LIABILITY

8.1 Sterling shall not be liable for technical failures beyond its reasonable control.

8.2 Nothing in these Terms excludes liability for fraud, gross negligence, or any liability which cannot be excluded under applicable law.

8.3 Sterling shall not be liable for indirect or consequential loss arising from participation.

9. PRIVACY AND DATA PROTECTION

9.1 Personal data shall be processed in accordance with the Nigeria Data Protection Act and the Bank's Privacy Policy.

9.2 Data shall be used solely for campaign administration and related banking communications.

10. GOVERNING LAW

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