<u>TERMS AND CONDITIONS</u>

“Sterling Transaction Cashback”

1. INTRODUCTION

1.1. The “Transaction Cashback” Initiative 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 improve digital channel adoption, transaction frequency, and customer engagement.

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 specific customer segments.

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.

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 a benefit under the **Transaction Cashback** initiative, an invited customer must first opt in to confirm participation in the programme and then complete the activities specified in their invitation. Qualification criteria may vary based on the customer's profile at the time of invitation. This may include one or more of the following:

- Make a deposit or receive a transfer into their account.
- Perform transactions through Sterling's digital channels, including the Sterling Debit Card or OneBank Mobile App.
- Activate their OneBank profile or Sterling Debit Card.
- Complete a specified minimum number of qualifying transactions.
- Achieve and maintain a OneBank login streak within the campaign period.
- Renew an expired Sterling Debit Card.

Customers should refer to the specific requirements outlined in their invitation, as qualifying activities may differ based on the customer profile.

4.2. Eligible transactions are strictly limited to Inward transfers or deposits, Airtime purchase, Data purchase, and Bill Payments e.g. Electricity Bill payment or Token purchase, TV Subscription, Internet Subscription etc

5. REWARD STRUCTURE

5.1. Verified participants who meet the qualification criteria shall receive bonuses or cashbacks, which will be credited to their Sterling account. The rewards are based on specific qualifying activity, which will be detailed in the invitation received by eligible customers. The benefits range from bonus/cashback of ₦200 to ₦1,000.

5.2. Cashback or bonus shall be credited to the participant's active account within 7 working days after meeting the eligibility conditions.

5.3. 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 or transactions 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.