

TERMS AND CONDITIONS FOR STERLING BANK – SIMS ASSET FINANCING OFFER FOR STERLING BANK CUSTOMERS.

Sterling Bank - SIMS Nigeria Customer Offer

1. ELIGIBILITY

1.1. This Offer applies to the asset financing solution provided by Sterling Bank Limited ("Sterling Bank" or the "Bank") to eligible customers who maintain active accounts in good standing for the purchase of consumer electronics and home appliances from SIMS Nigeria Limited ("SIMS"). All financing is subject to the Bank's due diligence and credit approval process.

1.2. Customers whose accounts are dormant, restricted, or in default of any obligation owed to Sterling Bank may not be eligible to participate in the Offer.

1.3. Participation in the Offer is subject to Sterling Bank's verification requirements and any additional eligibility criteria as may be communicated by the Bank.

2. OFFER STRUCTURE

2.1. Eligible Sterling Bank customers may purchase selected consumer electronics, mobile devices, home appliances, computing devices, and other products offered by SIMS Nigeria ("SIMS") under this Offer.

2.2. Product availability, specifications, pricing, promotional offers, and applicable warranties shall be determined solely by SIMS and may vary from time to time.

2.3. Customers are advised to obtain written confirmation of product specifications, pricing, warranty terms, and delivery timelines from SIMS before completing any purchase.

3. FINANCING

3.1. Customers may apply for Sterling Bank financing to facilitate the purchase of eligible products offered by SIMS.

3.2. All financing applications shall be subject to Sterling Bank's standard lending criteria, credit assessment processes, risk evaluation requirements, and the execution of all financing documentation.

3.3. Participation in this Offer does not constitute approval or guarantee approval of any financing application.

3.4. Sterling Bank reserves the right to approve, decline, suspend, or withdraw any financing application in accordance with its internal policies and applicable laws.

4. PRODUCT AVAILABILITY AND DELIVERY

4.1. Product availability under this Offer shall be subject to SIMS' stock levels and inventory availability at the time of purchase.

4.2. SIMS shall be solely responsible for product supply, delivery, installation (where applicable), warranty administration, after-sales support, and any related customer service obligations.

4.3. Sterling Bank makes no representation regarding the availability, suitability, quality, functionality, or performance of any product supplied by SIMS.

5. STERLING BANK'S ROLE AND LIABILITY

5.1. Sterling Bank's role under this Offer is limited to facilitating customers' access to financing for eligible purchases and, where applicable, providing financing solutions for such purchases

5.2. Sterling Bank shall not be liable for any of the following:

a) loss, damage, defect, malfunction, delay, or inconvenience arising from the purchase, delivery, installation, use, or performance of any product supplied by SIMS;

b) warranty claims, repairs, replacements, or after-sales service obligations relating to products purchased from SIMS;

c) additional charges imposed by SIMS, including delivery fees, installation charges, cancellation fees, or incidental expenses;

d) failure by SIMS to fulfil orders, honour advertised pricing, maintain stock availability, meet delivery timelines, or maintain service standards; or

e) any representation, warranty, or guarantee made by SIMS in relation to its product.

5.3. All complaint relating to product quality, delivery, installation, warranty support, or fulfilment shall be directed to SIMS.

5.4 SIMS is an independent third-party vendor and is not acting as an agent or partner of Sterling Bank for the purposes of this Offer.

6. DATA PRIVACY

6.1. By participating in this Offer, the customer consents to Sterling Bank sharing the customer's name, contact information, and other relevant details with SIMS where necessary to facilitate financing applications, product purchases, delivery, or related services.

6.2. SIMS is an independent data controller responsible for its own processing of customer personal data. Sterling Bank shall not be responsible for SIMS' privacy practices or processing activities. Sterling Bank encourages customers to review SIMS' privacy policies before providing any personal information to SIMS or participating in the offer.

6.3. Sterling Bank shall process customer data in accordance with applicable data protection laws, including the Nigeria Data Protection Act 2023, and Sterling Bank's Privacy Policy available at sterling.ng/privacy.

7. COMPLAINTS

Any complaint relating to Sterling Bank's financing services may be directed to Sterling Bank through customercare@sterling.ng.

8. GOVERNING LAW

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

9. OFFER DURATION

This offer is valid from the 3rd day of June 2026 and continues until withdrawn by Sterling Bank.

Sterling Bank reserves the right to amend, suspend, withdraw, or terminate this Offer at any time without prior notice.