

URewards

Terms and Conditions

1. Programme Summary

URewards awards monthly cash rewards to eligible debit cardholders based on qualifying debit card transactions and product engagement. URewards are subject to these Terms and Conditions and any published programme material.

2. Eligibility and Participation

- **Who may participate:** Holders of eligible Standard Bank Namibia Limited (the "Issuer") debit cards who meet standard account verification and account-standing requirements, including employees, unless otherwise stated.
- **How to join:** Participation is automatic for eligible cardholders.

3. Earning Rewards

- **Qualifying activity:** URewards are earned through qualifying point-of-sale debit card transactions during each monthly cycle as described in programme materials.
- **Product contribution:** Holding qualifying bank products increases the monthly cycle reward multiplier. Each product contributes toward level movement for that cycle.
- **Crediting:** Points or URewards are credited after transaction settlement and verification is reflected in the customer's account or accessible via the banking app and internet banking.

4. Reward Bands and Caps

- **Monthly bands:** URewards are structured around monthly purchase thresholds with published maximum reward amounts of up to NAD 90, NAD 300, and NAD 500, depending on activity.
- **Maximum reward:** The maximum reward per qualifying period is NAD 500, unless otherwise specified in the promotional terms.
- **Redemption:** URewards are redeemable as cash automatically paid into the current account.

5. Validation, Disputes and Adjustments

- **Verification:** The Issuer validates transactions and reserves the right to withhold, adjust, or reverse rewards pending verification.
- **Refunds/Backpays:** The Issuer will not process any refunds or backpays.

6. Fraud, Abuse and Program Integrity

- **Monitoring:** The Issuer monitors activity to protect programme integrity. Participation may be suspended pending investigation.
- **Sanctions:** Proven abuse may result in the reversal of URewards, disqualification from the programme, and other actions permitted by law.

7. Data Use and Privacy

- **Data processing:** Participant data is used solely to administer the programme and communicate URewards.
- **Privacy compliance:** Data handling follows applicable data protection laws and the issuer's privacy policy; full privacy details are published separately.

8. Changes and Termination

- **Program changes:** The Issuer may amend, suspend or terminate the programme without notice. Material changes will be communicated through the Issuer's published channels.
- **Effect of termination:** Unredeemed URewards at termination may be forfeited unless otherwise stated.

9. Contact

- **Support:** Public materials will include helpdesk contact details, a privacy policy, and FAQs, which will be shared from time to time with clients who have an updated e-mail address with the Issuer.