TERMS AND CONDITIONS FOR SAFARICOM CORPORATE LOYALTY PROGRAM

For the purposes of these Terms and Conditions: "We", "Our" and "Us" refers to Safaricom PLC while references to "You" and "Your" refers to the current Enterprise Customer applying to the Safaricom Corporate Loyalty Program.

Safaricom Corporate Loyalty Program is a reward scheme for all Enterprise Customers using post-pay services. Loyalty points are benefits earned by the customer from consuming the post-pay services.

The following Terms and Conditions apply to the Safaricom Corporate Loyalty Program and will continue on an ongoing basis unless terminated in accordance with clause 8 below.

1. Eligibility of the Program

a) Be an Enterprise Customer.

b) Utilizing Safaricom enterprise postpaid products and services only (Note: M-PESA, Prepaid, and USSD services are not eligible for earning loyalty points).

c) Your account must be in good standing, with timely payments and no outstanding arrears at the time of joining or redeeming points.

2. Joining the Loyalty Program

a) Your organization will be enrolled into the program upon consumption of any of our Post-Paid services (Fixed, Voice, Data, Internet of Things, Managed Security).

b) Enrolment is automatic, and no separate application is required.

3. Earning of Loyalty Points

a) Loyalty points will be awarded on net billed monthly revenue for postpaid products and services. For every Kshs.10 net billed revenue, you will be awarded one (1) point.

b) Points earned each month will appear on your monthly invoice.

c) Points have no cash value and are non-transferable.

4. Redemption of Loyalty Points

a) You can only redeem points that relate to invoices that have been fully paid.

b) To redeem your points, reach out to your account manager or retention manager.

c) You will be able to redeem the points for devices listed in the Safaricom Corporate Store list.

d) All devices are subject to availability. Devices will be valued based on prevailing retail prices in the Safaricom Corporate Store. Each device is covered by the manufacturer's limited warranty.

e) Once Loyalty points are redeemed, they cannot be reversed.

f) Redemptions must be approved by two authorized representatives: the Key Contact Person and one additional authorized signatory.

5. Delivery of the Loyalty Devices

Delivery of redeemed devices will be made to your organization's registered Head Office. A delivery note must be signed and stamped by an authorized signatory, and a scanned copy emailed to your Relationship Executive within 24 hours of delivery. Failure to return a signed delivery note may result in temporary suspension of further redemptions.

6. Reservations of Rights and Disclaimer

a) Safaricom reserves the right to withdraw this loyalty program, modify the matrix of awarding points earned and the benefits available under the Program at any time, provided that benefits already granted will not be affected.

b) Customers must redeem their benefits within 12 months of accumulation, after which a grace period of 1 month will be given. Any benefits not redeemed after 13 months will automatically expire using the FIFO method (First-In-First-Out).

c) Your corporate loyalty points will also expire immediately and permanently in the event that your account is closed following termination of service in line with the Terms and Conditions for the use of Safaricom services.

d) Safaricom reserves the right to vary and change these terms and conditions.

e) Safaricom is not liable for device defects covered under the manufacturer's warranty or for delays caused by circumstances beyond reasonable control.

7. Data Protection and Privacy

a) Safaricom will process your personal data and the data of your authorized representatives in accordance with the Kenya Data Protection Act, 2019, and Safaricom's Data Privacy Statement, available at https://www.safaricom.co.ke/dataprivacystatement .

b) By participating in the Corporate Loyalty Program, you acknowledge and agree that Safaricom may collect, use, store, and process data relating to your organization's account usage for the purpose of administering and managing the Loyalty Program.

c) Safaricom will implement appropriate technical and organizational measures to safeguard personal data and will only retain such data for as long as is reasonably necessary for the purposes stated above or as required under applicable law.

8. Termination

You may opt out of the Loyalty Program at any time by notifying your Account Manager or Retention Manager. Upon opting out, any unredeemed points will automatically expire.

9. Standard Terms and Conditions for the Services

Loyalty Program is a value-add service. The standard terms and conditions for the services subscribed to will continue to apply.

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