



## TERMS AND CONDITIONS OF NEDBANK HAPA FEELA RELOADED COMPETITION

### 1. The promoter

Nedbank Lesotho Limited, registration no I92/191 is a registered financial institution and credit provider in Lesotho. As the host of this competition, we reserve the right to make it available to a selected group of clients.

### 2. Competition period

The competition starts on 18 August 2023 and ends on 15 December 2023 (competition period).

### 3. Who can participate in the competition

3.1 A participant (you, your) must:

3.1.1 Be a Nedbank Lesotho client

3.1.2 be 18 years or older;

3.1.3 Inclusive to all Nedbank Lesotho clients

3.1.4 Possession of a valid identification document (ID/Passport) 3.1.5 ensure that your bank account is in good standing, which means it must not be in arrears or handed over for legal collection;

3.2 Employees of Nedbank Lesotho including their immediate family members, contract employees, directors, associated companies, agents, contractors and sponsors may not participate in the competition.

### 4. How to enter

To stand a chance to win a prize, you must:

4.1 Pay for goods and services by swiping or tapping your debit card on the Nedbank POS machines at selected outlets nationwide and petrol stations 4.2 Make payments or send money using online banking

4.3 Send money using Nedbank MobiMoney or Nedbank Money (Africa) App 4.4 Buy electricity or airtime using Nedbank MobiMoney or Nedbank Money (Africa) App

### 5. The prize

5.1 Winners will be randomly selected every week.

5.2 The selected winners will be contacted using Nedbank Lesotho office line only. 5.3 The said winner will be advised of the purpose of the call, then requested to confirm their identity.

5.4 Winner will then be guided on the next steps including radio and social media publication, as well as prize-collection terms.

5.5 All winners will be photographed for reporting purposes, as well as promotional purposes limited to the applicable campaign only, e.g. testimony of previous winners.

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5.6 The prize options shall include the following:

5.6.1 M3,000.00 trolley dash at selected grocery store

5.6.2 M1,000.00 worth of fuel

5.6.3 M5,000.00 Cash monthly prize

5.6.4 M10,000.00 Bonus Cash Prize

5.6.5 M10,000.00 Bonus Cash Prize

5.7 Subject to 5.6 the Nedbank Lesotho shall reserve to decide which prize will be given to winners selected

### 6. Selection of the winner

6.1 The random computer-generated draw to select the winner will take place weekly on Monday

6.2 Selected winners will be contacted following the draw, and published within a week

6.3 Prizes will be issued within 30 days of winning

6.4 If you win, the following applies:

6.4.1 We will call you on the number we have on record for you within 7 business days of the draw date.

6.4.2 You will be requested to present evidence of your valid identification document (ID or Passport).

6.4.3 We will not be responsible for any technical failures affecting your participation in the competition or for any entry that has been left out from participation.

6.4.4 If a dispute arises, the dispute will be referred to our internal complaints management process for a resolution

6.4.5 If you do not take up your prize, or if you reject it or forfeit it (where you are forced to give it up because you do not meet a requirement), we will have a separate draw to select another winner.

6.4.6 All other costs or expenses relating to the prize that have not been mentioned here are excluded.

6.4.7 We will not be responsible for any delays in your taking up the prize. 6.4.8 Winner will be expected to collect prize within 7 working days from the day of being contacted

6.4.9 We will give the prize directly to you and not to anyone else, and we will not replace it with cash in the instance where you have won a Grocery Voucher.

6.4.10 We will not be liable for delays or failure to deliver any part of the prize resulting from acts beyond our reasonable control, including acts of God, strikes, lockouts, riots, acts of war, civil disorder, rebellions or revolutions in any country, epidemics, acts of terrorism, vandalism or sabotage, governmental regulations imposed after the fact, communication line failures, power and telecommunications failures, earthquakes, fire, floods or other disasters, and voucher expiry dates. We will let you know you as soon as reasonably possible if your prize is affected in this manner.

6.4.11 We reserve the right to replace the prize at any time with another of similar commercial value.

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### 7. General

7.1 All the information about the competition, including information that is published on any competition material, is part of these terms and conditions. 7.2 By entering the competition, you agree to be bound by these terms and conditions. We have the right to update them and, if we do, we will post the updated terms and conditions on our website.

7.3 These terms and conditions are available on our website (default (nedbank.co.ls)) throughout the competition period.

7.4 By entering the competition, you consent to the processing and further processing of your information by us and our agents for the legitimate purpose of this competition and in accordance with the relevant privacy laws of the kingdom.

7.5 We may cancel the competition immediately and without notice if we must do so by law.

7.6 We and our directors, employees, agents and suppliers are exempt from liability for any direct or indirect loss or damage resulting from your participation in the competition, or for any accident, injury, loss, damages, costs or death that you or any other person who participates in the competition sustains at any point during the fulfilment of the prize, unless any such accident, injury, loss, damage or death is a result of our negligence to which appropriate measures shall be taken to remedy any such damage, loss or harm.

### 8. More information

For more information about the competition, visit [www.nedbank.co.ls](http://www.nedbank.co.ls), or call Nedbank Lesotho on +266 2228 2100, or send an email to [lesothomarketing@nedbank.co.ls](mailto:lesothomarketing@nedbank.co.ls)