

### Eligibility

1. The Trust Bank Partnership Programme (“Promotion”) is available from **1 Jul 2024 to 30 Sep 2024** (both dates inclusive) (“Promotion Period”).
2. The Promotion is open to the **first 200 customers per month** who are new or renewal customers of Senoko Energy Supply Pte Ltd (“Senoko Energy”) (collectively, “Eligible Senoko Customers”) and principal cardholders of Trust Bank Cards (“Cards”) issued by Trust Bank (Singapore) Limited (“Bank”) (collectively, “Eligible Cardholders”).
3. By participating in the Promotion, the customers agree to be bound by these terms and conditions.

### Promotion Mechanics

4. Under this promotion, an Eligible Senoko Energy customer can get a one-time bill rebate if he/ she renews or signs up via self-help Online channels for a twenty-four (**24**) months Senoko Energy residential electricity price plan (“Senoko Energy Plan”) if he/she fulfils the following:
  - a) Within the eligible sign-up period, be the first 200 customers to renew or sign-up via self-help Online channels and input the promo code “**TBTYC120**” (“Promo Code”) during the sign-up process and
  - b) successfully sets up payment for the Senoko Energy Plan on a recurring basis with a Trust Bank Singapore Card by the stipulated dates detailed in point 4(d)
  - c) retain the recurring payment arrangement with Trust Bank Singapore Card till the end of the 24-month Senoko Energy Plan.
  - d) Senoko Energy will award the Rebate to the Eligible Senoko Customers’ bill as follow:
    - i. For sign-up period: **1 Jul – 31 Jul 2024**, to set up recurring payment by **31 Aug 2024** and rebate will be fulfilled by **28 Feb 2025**
    - ii. For sign-up period: **1 Aug – 31 Aug 2024**, to set up recurring payment by **30 Sep 2024** and rebate will be fulfilled by **31 Mar 2025**
    - iii. For sign-up period: **1 Sep – 30 Sep 2024**, to set up recurring payment by **31 Oct 2024** and rebate will be fulfilled by **30 Apr 2025**
5. For the avoidance of doubt, this promotion is not applicable to existing Senoko Energy customers with service contracts that are auto-renewed.
6. An Eligible Senoko Customer and Eligible Cardholder will receive a **one-time bill rebate of S\$120** by the third Senoko Energy bill from the new or renewed contract date.
7. Eligible Cardholders whose Card accounts have been suspended, cancelled and/or terminated for any reason during the period of **1 Jul 2024 to 30 Apr 2025** (inclusive of both dates) are not eligible for the Promotion.
8. The one-time Rebate can only be used against payments for electricity charges on the Eligible Cardholder’s Senoko Energy electricity account and is strictly non-transferable and non-exchangeable (for cash or credit or otherwise). In the event the Eligible Cardholder’s bill with Senoko Energy is lower than the Rebate amount, the balance Rebate shall be carried forward and applied to subsequent bills until all the Rebate has been utilised.
9. In the event of early termination of Senoko Energy Plan by customer of Senoko Energy, no portion of any payments of any kind whatsoever previously provided to customer (including but not limited to rebates) shall be owed or be repayable to customer. For the avoidance of doubt, no portion of any payments of any kind whatsoever previously provided to Senoko Energy shall be owed or be repayable to the Bank.
10. Trust Bank and/or Senoko Energy reserve the right to disqualify, claw back the full or partial Rebate should any of the following situation occurs:
  - I. if the Eligible Cardholder refunds or cancels the 24-month Senoko Energy Plan, he/she will not qualify for the Rebate.
  - II. where an Eligible Cardholder’s first recurring payment was charged to his/her Trust Card after the Rebate Fulfilment Date for each respective Promotion Period in Table 1 for any reason whatsoever, he/she will not qualify for the Rebate.
  - III. if the recurring bill arrangement set up with Trust Card be removed within 24 months from the Promotion

- period that the Eligible Cardholder signed up for, full or partial rebate may be clawed back.
- IV. if there are any amount of the Rebate be unutilised by the Eligible Cardholder upon termination or expiry of the Senoko Energy Plan.
11. By using the Promo Code to participate in this Promotion, you agree to be bound by the Terms and Conditions and any amendment we make to these Terms and Conditions and acknowledge that your personal data and/or information will be shared by Senoko Energy with the Bank for the purpose of administering this Promotion. Senoko Energy reserves the right to vary, modify, add or delete any of these terms and conditions, including terminating, shortening, extending or withdrawing the Promotion, without prior notice or reason.