

## **TERMS & CONDITIONS FOR SENOKO ENERGY ELECTRICITY PLANS PROMOTION (“PROMOTION”)**

### **1. Definitions**

**“Card”** refers to a personal Singapore-issued Maybank Credit Card.

**“Maybank”** refers to Maybank Singapore Limited.

**“Maybank Cardmember”** refers to a person to whom Maybank has issued a Maybank Card and who shall be a principal card member, and whose Card account has not been terminated and is determined in the sole discretion of Maybank to be in good standing.

**“Sign Up Period”** refers to any of the periods from 23 Jul 2025 to 31 Aug 2025, 1 Sep to 30 Sep 2025 and 1 Oct 2025 to 31 Oct 2025.

Definitions importing the singular shall include the plural and vice versa.

2. This Promotion is valid from 23 Jul 2025 to 31 Oct 2025 (or such other date(s) as may be determined and notified by Maybank and Senoko Energy in its sole discretion) or until the Promotion is fully subscribed, whichever is earlier.
3. This Promotion is limited to 1 redemption per Maybank Cardmember.
4. This Promotion is applicable to new-to-Senoko Energy customers or existing Senoko Energy customers who are signing up or renewing to a 12-month or 24-month Senoko Energy Plan and set up recurring card payment with a Maybank Card.
5. Under the Promotion, up to 140 Maybank Cardmembers who sign up for or renew his/her 12-month or 24-month Senoko Energy Plan during each Sign-up Period who subsequently fulfil the other conditions as set out below (“Successful Cardmembers”) will receive the bill rebate if he/she fulfils all the following, on a first-come-first-serve basis:
  - a. New-to-Senoko Energy customers who:
    - i. signs up for a 12-month or 24-month Senoko Energy Plan;
    - ii. inputs respective Promotion Code during the sign-up process; and
    - iii. successfully sets up a recurring payment arrangement for the Senoko Energy Plan using a Maybank Card by the relevant stipulated dates in Table 1
    - iv. retain the recurring payment arrangement with Maybank Card till the end of the 12-month or 24-month Senoko Energy Plan
  - b. Existing-to-Senoko Energy customers who:
    - i. has an existing residential electricity contract with Senoko Energy which is due for renewal (“Expiring Senoko Energy Contract”) during any of the Sign Up Periods;
    - ii. receives a renewal notification for their Expiring Senoko Energy Contract (“Renewal Notification”);

- iii. renews to a 12-month or 24-month Senoko Energy Plan before the Expiring Senoko Energy Contract expiry date;
- iv. inputs respective Promotion Code via self-help online channels during the renewal process; and
- v. successfully sets up a recurring payment arrangement for the Senoko Energy Plan using a Maybank Card by the relevant stipulated dates in Table 1.
- vi. retain the recurring payment arrangement with Maybank Card till the end of the 12-month or 24-month Senoko Energy Plan

Senoko Energy Plans	Redemption Cap	Sign Up/ Renewal Period	Recurring Payment Set Up Deadline	Rebate Fulfilment Period
12-Month Plan	First 10 Maybank Credit Cardmembers	23 Jul – 31 Aug 2025	By 30 Sep 2025	By 31 Mar 2026
24-Month Plan	First 130 Maybank Credit Cardmembers			
12-Month Plan	First 10 Maybank Credit Cardmembers	1 Sep – 30 Sep 2025	By 31 Oct 2025	By 30 Apr 2026
24-Month Plan	First 130 Maybank Credit Cardmembers			
12-Month Plan	First 10 Maybank Credit Cardmembers	1 Oct – 31 Oct 2025	By 30 Nov 2025	By 31 May 2026
24-Month Plan	First 130 Maybank Credit Cardmembers			

Table 1. Recurring Payment Set-Up Schedule

6. Under this Promotion, a Successful Cardmember will receive the one-time bill rebate of either S\$20 or S\$140 bill rebate (“Rebate”) by using the following Promotion Code(s) during the sign up or renewal process.

Senoko Energy Plans	Promotion Codes	Rebate Amount	Promotion Period
24-month Plan	MBKK140	One-time S\$140 Senoko Energy bill rebate	23 Jul – 31 Oct 2025
12-month Plan	MBKK20	One-time S\$20 Senoko Energy bill rebate	

Table 2. Promotion Codes Table

7. For the avoidance of doubt, this Promotion is not applicable to existing Senoko Energy customers with service contracts that are auto-renewed.
8. The Rebate will be credited by Senoko Energy on customer’s 3<sup>rd</sup> bill (from the new or renewed contract start date) and the latest date to complete such crediting are as indicated in Table 1 above, under Rebate Fulfilment Date. The Rebate will only be used to offset the Successful Cardmember’s Senoko Energy electricity bill. If the electricity bill amounts to less than the value of the Rebate, the remaining value will be used to offset the subsequent electricity bill(s).

9. For the avoidance of doubt, where a Maybank Cardmember's first recurring payment was charged to his/her Maybank Card after the Rebate Fulfilment Date for each respective Sign-Up Period in Table 1 for any reason whatsoever, he/she will not qualify for the Rebate. In addition, where the Maybank Cardmember refunds or cancels the 12-month or 24-month Senoko Energy Plan, he/she will not qualify for the Rebate. In no event should Maybank and/or Senoko Energy be responsible for the Maybank Cardmember's ineligibility to receive the Rebate.
10. Maybank and/or Senoko Energy reserve the right to clawback the full or partial Rebate should the recurring bill arrangement set up with a Maybank Card be removed within 12 or 24 months from the date it was set up in relation to the plan the Maybank Cardmember signed up for, should the Maybank Cardmember refund or cancel the 12-month or 24-month Senoko Energy Plan or should any amount of the Rebate be unutilised by the Successful Cardmember upon termination or expiry of the Senoko Energy Plan.
11. Save for existing Card promotions, this Promotion is not valid with other Maybank offers, promotions, special discounts, roadshow activations, unless otherwise stated.
12. By participating in this Promotion, the Maybank Cardmember is deemed to have read and agreed to the terms and conditions of the Promotion.
13. Maybank and/or Senoko Energy shall not be responsible for any failure or delay in the set-up of the recurring payment transactions, which may result in a Maybank Cardmember being ineligible to receive the Rebate. Maybank, its related corporations, employees and/or independent contractors shall not be liable to any person for any loss, injury, liability, expense or damage whatsoever or howsoever incurred or sustained by any customer and/or any other person by reason of, arising from or in connection with this Promotion and/or the redemption or usage of the Rebate and/or of any service, product or facility of Senoko Energy for any other reason.
14. Maybank is not the supplier of and accepts no liability for the goods and services provided by Senoko Energy. Maybank accepts no liability for the acts or defaults of Senoko Energy or for any non-delivery, non-performance, malfunction or defects in the Rebate. Maybank is not an agent of or in a partnership with Senoko Energy. Any dispute over or in relation to the Rebate and/or related services should be resolved directly between the Successful Cardmember and Senoko Energy.
15. Maybank and Senoko Energy reserves the right, in its sole and absolute discretion, at any time and without notice or liability to any person, to vary, delete or add to any of these terms and conditions from time to time or cancel or terminate the Promotion.
16. Maybank's decision on all matters relating to the Promotion (including the awarding of the Rebates) shall be final, conclusive and binding on all customers (save for a dispute on the goods and services provided by Senoko Energy where in such dispute, the decision by Senoko Energy shall be final, conclusive and binding on all customers).

17. Maybank and Senoko Energy make no warranty or representation as to the quality, merchantability or fitness for purpose of the goods and/or services. Maybank and Senoko Energy shall not at any time be liable for any loss, injury, claim or damage suffered or incurred as a result of the use of the goods and/or services provided.
18. By participating in this Promotion, each Maybank Cardmember consents to the collection, use and disclosure of his/her personal data by/to Maybank and/or Senoko Energy and such other third party as Maybank and/or Senoko Energy may reasonably consider necessary for the purpose of the Promotion, and confirm that he/she agrees to be bound by the terms of the Maybank Data Protection Policy and Senoko Energy Privacy Policy.
19. Maybank has the sole discretion to exclude any person from participating in the Promotion without any obligation to furnish any notice and/or reason.
20. In the event of any inconsistency between these terms and conditions and any brochure, marketing or promotional materials relating to the Promotion, these terms and conditions shall prevail.
21. All prevailing and relevant Maybank Card terms and conditions and/or agreement, together with the Maybank TREATS Mobile App Terms and Conditions, shall apply. For full details, please visit <http://www.maybank2u.com.sg/>.
22. All information is accurate as at time of publishing or posting online.