Senoko Energy x Trust Bank Promotion Terms & Conditions

Eligibility

1. The Trust Bank Partnership Programme ("Promotion") is available from ***1 Oct 2026 to 31 Dec 2026*** (both dates inclusive) ("Promotion Period").

2. The Promotion is open to the **first 1,000 customers** 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 **Samsonite Oc2lite Spinner Luggage Bundle (55cm + 68cm) worth $680** ("Gift") **and one-time bill rebate of $30** ("Rebate") if he/ she renews or signs up via self-help online channels or roadshow for a **thirty-six (36) 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 1,000 customers** to sign up or renew via self-help online channels or roadshow within the Promotion Period
   b) apply the promo code **"TBBCSB30B"** ("Promo Code") during the sign-up process and
   c) successfully set up recurring payment arrangements using Trust Bank card by the stipulated dateline as stated below, and retain it till the end of contract period or up till next renewal, whichever is later. Eligible customers shall receive Rebate in their third (3rd) bill, and a Gift redemption email within 30 working days after third (3rd) bill issuance, based on the start date of the new Senoko Energy contract.
      i. For sign-up period: **1 Oct – 31 Oct 2026,** set up recurring payment by **30 Nov 2026**, and receive Gift and Rebate between **Jan 2027 - Jul 2027**
      ii. For sign-up period: **1 Nov – 30 Nov 2026**, set up recurring payment by **31 Dec 2026**, and receive Gift and Rebate between **Feb 2027 - Aug 2027**
      iii. **For sign-up period: 1 Dec – 31 Dec 2026,** set up recurring payment by **31 Jan 2027**, and receive Gift and Rebate between **Mar 2027 - Sep 2027**

5. For the avoidance of doubt, this promotion is not applicable to existing Senoko Energy customers with service contracts that are auto renewed.

6. Eligible Cardholders whose Card accounts have been suspended, cancelled and/or terminated for any reason during the period of ***1 Oct 2026 to 30 Sep 2027*** (inclusive of both dates) are not eligible for the Promotion.

7. The Gift must be redeemed within one month from the gift redemption email date. Failing which, the Gift shall be forfeited with no entitlement to payment, refund or compensation from Senoko Energy. For the avoidance of doubt, such forfeiture shall not constitute grounds for the customer to unilaterally terminate or rescind the electricity supply contract with Senoko Energy.

8. Customers are responsible for checking their email inboxes, including junk and spam folders for the redemption email. In some cases, emails may be filtered or redirected by the customer's email service provider. Additionally, if an eligible customer made changes to the email address tagged to their Senoko Energy account, adjusted settings that block emails from Senoko Energy, or unsubscribed from marketing communications, the redemption email may not be received. Senoko Energy shall not be held responsible for any issues arising from unsuccessful email delivery.

9. If a customer is unable to redeem the Gift in person, an authorization letter must be presented at the redemption centre managed by Short-Q Private Limited. Some personal data provided by the customer will be disclosed to Short-Q Private Limited, for the sole purpose of administering the Gift.

10. The Gift is strictly non-exchangeable, non-refundable, and non-redeemable for cash or credit or otherwise.

11. If the Gift is out of stock due to circumstances beyond Senoko Energy's reasonable control, Senoko Energy reserves the right to substitute it with $150 bill rebate or another item of comparable retail value, at its sole discretion.

12. Senoko Energy is not an agent of Samsonite. Any dispute regarding the quality or service standard must be resolved directly with Samsonite respectively. Senoko Energy will not assume any liability or responsibility for the acts of the merchants or any defects in products or services offered in this promotion.

13. The Gift shall be subjected to Samsonite Warranty Policy.

14. 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.

15. 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.

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16. Trust Bank and/or Senoko Energy reserve the right to disqualify, claw back the full or partial Gift value and Rebate should any of the following situation occurs:
    a) if the Eligible Cardholder refunds or cancels the 36-month Senoko Energy Plan, he/she will not qualify for the Gift and Rebate.
    b) if the Eligible Cardholder request for early termination of contract, Gift value and Rebate may be revoked.
    c) if there are any amount of the Rebate be unutilised by the Eligible Cardholder upon termination or expiry of the Senoko Energy Plan.

17. Standard terms and conditions of Senoko Energy and product terms governing the electricity price plan apply.

18. 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.