



LUMO AMEEGO® PROGRAM CREDIT OFFER

Terms and Conditions 15 December 2019

1. The offer

- (1) Subject to these Terms and Conditions, this Lumo Ameego® Program Credit offer (**Offer**) is made by Lumo Energy (SA) Pty Ltd (ABN 61 114 356 697), of 570 Church Street, Cremorne, Victoria, 3121 (**Lumo, we, us or our**).
- (2) The Offer commences at 8:00 am (AEDT) on 15 December 2019 and is ongoing until the Offer is withdrawn under **clause 5(1)(a)(i) (Offer Period)**.
- (3) This Offer is only available to new and existing residential customers of Lumo in areas of South Australia where Lumo operates (**Eligible Customer**).

2. Bonus Ameego Credits and ongoing Ameego Credits - New residential customers and existing residential customers

- (1) If you are an Eligible Customer and you sign up a residential supply address on a Lumo Plus or Lumo Movers electricity plan during the Offer Period, and:
 - (a) you opt in to receiving quarterly ebills and ecommunications on sign-up;
 - (b) you register for the Lumo Ameego® program via MyAccount; and
 - (c) any applicable cooling-off period has expired and we become responsible to supply you with electricity,you will be eligible to receive:
 - (d) \$20 (including GST) worth of bonus Ameego Credits for your electricity supply; and
 - (e) \$15 (including GST) worth of Ameego Credits will be earned for every electricity bill, when you pay the full amount on each bill by the due date.
- (2) Bonus Ameego Credits will be credited no more than once per customer for each Lumo Plus or Lumo Movers electricity plan at each supply address. Bonus Ameego Credits will only be awarded once if a customer changes energy providers and moves back to Lumo on the Lumo Plus or Lumo Movers electricity plan, or moves between the Lumo Plus and Lumo Movers electricity plans, within 12 months.
- (3) You will be eligible to earn ongoing Ameego Credits under **clause 2(1)(e)** until:
 - (a) you're no longer a customer of ours; or
 - (b) you're no longer on the relevant Lumo Plus or Lumo Movers electricity plan or switch to another Lumo energy plan; or
 - (c) we withdraw the Offer under **clause 5(1)(a)(i)**. If we withdraw the Offer under **clause 5(1)(a)(i)**, we will provide you with notice of such withdrawal in accordance with the applicable energy regulations and also place a notice on our Website.
- (4) If you are no longer eligible to earn ongoing Ameego Credits under **clause 2(3)(a)** or **clause 2(3)(b)**, you will also lose access to the Lumo Ameego® program and will forfeit any Ameego Credits earned.

3. Other important information and Ameego Credit Terms and Conditions

- (1) We will arrange for bonus Ameego Credits and any ongoing Ameego Credits you are eligible for under these Terms and Conditions to be credited to your Lumo Ameego® account within a reasonable period of you becoming eligible to receive those Ameego



Credits. For the avoidance of doubt, if you do not pay the bill in full by the due date for payment you will not be eligible to earn any Ameego Credits for that bill.

- (2) By taking up this Offer, you agree that all communications relating to the allocation and expiry of Ameego Credits will be delivered to the email address provided on sign-up to a Lumo Plus or Lumo Movers plan, irrespective of if you subsequently opt-out of receiving ebills or ecommunications.
- (3) Ameego Credits expire 6 months from the date on which they are allocated into your Lumo Ameego® account. We will notify you via email, that your Ameego Credits are due to expire at least 14 days prior to such expiry.
- (4) We are not responsible for the manner in which your Ameego Credits are credited or any characteristics of those Ameego Credits, these are the responsibility of Lifestyle Rewards.
- (5) Any bonus Ameego Credits or any ongoing Ameego Credits you are eligible for under these Terms and Conditions are not exchangeable, transferable or redeemable for cash.
- (6) For the avoidance of doubt, you must be a Lumo Ameego® Program member to earn Ameego Credits. To become a member you must register via MyAccount at myaccount.lumoenergy.com.au. The Lumo Ameego® Program and Ameego Credits are subject to the [Lumo Ameego® Program Terms and Conditions](#), which are subject to change.

4. Administration of Ameego Credits

- (1) Lyfe Loyalty Pty Ltd trading as Lifestyle Rewards (ABN 5 166 836 648) of Level 1, 500 Chapel Street, South Yarra, Victoria, 3141 (**Lifestyle Rewards**) is responsible for the administration and operation of Ameego Credits on our behalf.
- (2) For all enquiries associated with the administration and operation of the Ameego Credits, please contact Lifestyle Rewards' customer service centre by telephone or in writing:
 - (a) Phone: 1300 887 787, 8.30am - 5.30pm Monday to Friday, 9.00am - 5.00pm Saturdays AEST, excluding public holidays;
 - (b) Email: enquiries@yourlifestylebenefits.com.au; or
 - (c) Post: PO Box 552, Richmond, Victoria, 3121.

5. Miscellaneous

- (1) Notwithstanding any other provision in these Terms and Conditions,
 - (a) Lumo may:
 - (i) suspend or withdraw all or any part of this Offer for any reason and at any time; and/or
 - (ii) vary the terms or content of all or any part of this Offer including (without limitation) any time or date in this Offer, these Terms and Conditions and the composition of ongoing Ameego Credits or bonus Ameego Credits; and
 - (b) to the extent permitted by law, Lumo will not be liable to any person for any cost, loss, damage, liability, expense or claim arising, whether directly or indirectly, in connection with the Offer, including the use of Ameego Credits.
- (2) If Lumo suspends, withdraws or varies these terms and conditions under **clause 5(1)(a)(i)** or **clause 5(1)(a)(ii)**, Lumo will promptly publish such suspension, withdrawal or



variation on its Website and notify impacted customers where required under these Terms and Conditions. Lumo reserves the right to keep public copies of expired offers in relation to Lifestyle Rewards on the website as a reference for customers who may continue to be on the offers.

- (3) The law applying in South Australia applies to the Offer and these Terms and Conditions.
- (4) Nothing in these Terms and Conditions is intended to create a partnership, joint venture or agency relationship between Lumo, and Lifestyle Rewards. Each party acknowledges and agrees that it has no authority to bind the other party.