



## LUMO REWARDS™ PROGRAM CREDITS OFFER

### Terms and Conditions (updated 4 November 2021)

#### 1. The Offer

- (1) Subject to these Terms and Conditions, this Lumo Rewards™ 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- (2) The Offer commences at 8:00 am (AEDT) on 4 November 2021 and is ongoing until the Offer is withdrawn under **clause 5(1)(a)(i) (Offer Period)**.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 Rewards Credits and ongoing Rewards 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, Lumo Movers or, Lumo Elgas Plus electricity plan during the Offer Period, and:
  - (a) you opt in to receiving ebills and ecommunications on sign-up;
  - (b) you register for the Lumo Rewards™ program via MyAccount;
  - (c) if you are on a Lumo Elgas Plus electricity plan, you are an Elgas customer at the time of signing up; and
  - (d) any applicable cooling-off period has expired and we become responsible to supply you with electricity,you will be eligible to receive:
  - (e) the bonus Rewards Credits for your electricity supply specified in your Energy Supply Agreement Schedule; and
  - (f) the Rewards Credits specified in your Energy Supply Agreement Schedule when you pay the full amount on each bill by the due date.
- (2) Bonus Rewards Credits will be credited no more than once per customer for each Lumo Plus, Lumo Movers or Lumo Elgas Plus electricity plan at each supply address. Bonus Rewards Credits will only be awarded once if a customer changes energy providers and moves back to Lumo on the Lumo Plus, Lumo Movers or Lumo Elgas Plus electricity plan, or moves between the Lumo Plus, Lumo Movers and Lumo Elgas Plus electricity plans, within 12 months.
- (3) You will be eligible to earn ongoing Rewards 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, Lumo Movers or Lumo Elgas Plus 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 Rewards Credits under **clause 2(3)(a)** or **clause 2(3)(b)**, you will also lose access to the Lumo Rewards™ program and will forfeit any Rewards Credits earned.



### 3. Other important information and Rewards Credit Terms and Conditions

- (1) We will arrange for bonus Rewards Credits and any ongoing Rewards Credits you are eligible for under these Terms and Conditions to be credited to your Lumo Rewards™ account within a reasonable period of you becoming eligible to receive those Rewards 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 Rewards Credits for that bill.
- (2) By taking up this Offer, you agree that all communications relating to the allocation and expiry of Rewards Credits will be delivered to the email address provided on sign-up to a Lumo Plus, Lumo Movers or Lumo Elgas Plus plan, irrespective of if you subsequently opt-out of receiving ebills or ecommunications.
- (3) Rewards Credits expire 12 months from the date on which they are allocated into your Lumo Rewards™ account. We will notify you via email, that your Rewards Credits are due to expire at least 14 days prior to such expiry.
- (4) We are not responsible for the manner in which your Rewards Credits are credited or any characteristics of those Rewards Credits, these are the responsibility of Lifestyle Rewards.
- (5) Any bonus Rewards Credits or any ongoing Rewards 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 Rewards™ Program member to earn Rewards Credits. To become a member you must register via MyAccount at [myaccount.lumoenergy.com.au](http://myaccount.lumoenergy.com.au). The Lumo Rewards™ Program and Rewards Credits are subject to the [Lumo Rewards™ Program Terms and Conditions](#), which are subject to change.

### 4. Administration of Rewards Credits

- (1) Lyfe Loyalty Pty Ltd trading as Lifestyle Rewards (ABN 65 166 836 648) of Level 1, 500 Chapel Street, South Yarra, Victoria, 3141 (**Lifestyle Rewards**) is responsible for the administration and operation of Rewards Credits on our behalf.
- (2) For all enquiries associated with the administration and operation of the Rewards 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](mailto: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 Rewards Credits or bonus Rewards 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 Rewards 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.