

Terms & Conditions of iGain Plan

By registering for the iGain price plan, all customers are deemed to have accepted the following Terms and Conditions

1. Residents who have signed up for the iGain price plan and have successfully entered into an electricity agreement with I Switch Pte Ltd (“**iSwitch**”) (the “**Electricity Agreement**”) qualify to enjoy the benefits of the iGain price plans as set out below:
 - a. iGain 36 Months
 - i. 5% DOT
 - ii. S\$200 worth of Gain City Vouchers (“**Gain City Vouchers**”)
 - iii. 1 Month Free Electricity
 - iv. FREE 1 Air-cond Servicing
 - v. FREE AIA Personal Accident Protection for 1 year
 - vi. 1% POSB Everyday Card Cash Rebate
 - vii. Stand a chance to win 1 year of free electricity (Switch and Win Campaign)
 - b. iGain 24 Months
 - i. 5% DOT
 - ii. S\$100 worth of Gain City Voucher
 - iii. 1 Month Free Electricity
 - iv. FREE 1 Air-cond Servicing
 - v. FREE AIA Personal Accident Protection for 1 year
 - vi. 1% POSB Everyday Card Cash Rebate
 - vii. Stand a chance to win 1 Year of free electricity (Switch and Win Campaign)
- (the “**iGain Plans**”)
2. The iGain Plans are only accessible at selected Gain City stores and via selected microsite only.
3. Incomplete, illegible or inaccurate applications will be disqualified.
4. Customers who have successfully signed up for the iGain Plans (“**Customers**”) will need to contact iSwitch via phone or email to arrange for collection of Gain City Vouchers. Details are as below:
 - a. A successfully transferred customer will receive their ‘iSwitch Welcome Letter’ via email within 12 days from the date of application. The Customer can then redeem their Gain City Vouchers by providing the following details upon collection:
 - i. Account Name,
 - ii. Account number
 - iii. Postal code
 - b. The collection point for the Gain City Vouchers is the iSwitch office located at 1 Temasek Avenue #16-01, Millenia Tower, Singapore 039192;
 - c. Collection is only available during office hours;
 - d. Customers can contact iSwitch personnel at 6505 9900 to arrange for a collection time-slot.
5. Application forms are strictly non-transferable.
6. The availability of Gain City Vouchers under the iGain Plans is limited and subject to availability. iSwitch reserves the right to substitute the Gain City Vouchers with another gift or item of similar value (as reasonably determined by iSwitch) without prior notice.
7. The Gain City Vouchers are not exchangeable for cash or any other products or services unless stated otherwise by iSwitch.
8. This promotion is not valid with any other promotions aside from those listed in the iGain Plans.
9. iSwitch reserves the right to amend the terms and conditions of, or suspend or terminate, this promotion without prior notice.
10. iSwitch is not a supplier, service provider, reseller, or agent of Gain City, and iSwitch accepts no liability for any product or service provided by Gain City. Any disputes or queries in connection with the use of

the Gain City Vouchers should be addressed directly to Gain City.

11. By selecting the iGain Plans, the Customer consents and/or is deemed to have consented to the collection, use, and disclosure of his/her personal data by iSwitch for
 - a. the purpose of verifying the eligibility of the Customer to participate in this promotion;
 - b. the purpose of contacting the Customer regarding iSwitch electricity tariff savings plans;
 - c. all purposes incidental to this promotion; and
 - d. the purposes set out in iSwitch's data and privacy protection statement which is available at <https://iswitch.com.sg/privacy-statement>.
12. Each Customer releases and indemnifies iSwitch and its officers, shareholders, employees, agents, directors, affiliates, assigns, suppliers, licensors, promoters, and agencies ("**Representatives**") with this promotion against all liability, cost, loss or expense arising out of acceptance of any prize or participation in the promotion including (but not limited to) damage to property and whether direct, consequential, or reasonably foreseeable due to a negligent act or omission. IN NO EVENT WILL ISWITCH OR ITS REPRESENTATIVES BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE GAIN CITY VOUCHERS.
13. The decisions of iSwitch on all matters relating to this promotion are at iSwitch's complete discretion and shall be final, conclusive, and binding. iSwitch shall not be obliged to give any reason or prior notice or enter into any correspondence with any person on any matter concerning this promotion or any of its decisions, and no appeal, correspondence, demands, or claims will be entertained, and no payment or compensation will be given or paid by iSwitch nor shall iSwitch be liable to any party.
14. In the event that the Customer terminates its Electricity Agreement for convenience and not pursuant to Clause 11.2 of the Electricity Agreement, the Customer shall pay iSwitch the clawback value of the Gain City Vouchers on a pro-rated basis, calculated as follows:
 - a. $[\text{Value of Vouchers given}] \times [\text{number of months outstanding in the Electricity Agreement} / \text{total number of months of the term of the Electricity Agreement}]$
15. In the event of any inconsistency, conflict, or discrepancy between these Terms and Conditions and iSwitch's Standard Terms and Conditions for Electricity Agreements which is available at <https://iswitch.com.sg>, the former shall prevail.