

## **iSwitch Residential Customer Referral Program**

As an iSwitch customer you can earn 500 reward points (equivalent to S\$50) for every successful referral\*. Please see the criteria below.

### **How do I refer a friend?**

Refer a friend now to earn points and redeem bill rebates. Plus, your friend also gets to enjoy significant savings off their electricity bill!

1. Login to the iSwitch Self-Service Portal (“SSP”) [here](#), or download our Mobile App, to receive your unique referral code (“Referral Code”).
2. Easily share your Referral Code with your friends via SMS, email, or social media.
3. You will earn 500 points per successful referral\* (equivalent to a \$50 bill rebate).
4. Your friend should enter your Referral Code during sign-up via the iSwitch website ([www.iswitch.com.sg/plans](http://www.iswitch.com.sg/plans)) (“Website”). The Referral Code is only valid for sign-ups via the Website.

### **How do I redeem reward points?**

1. Login to the SSP [here](#).
2. Check your rewards and click ‘redeem now’.
3. Select ‘Bill Rebate’ in the redemption catalogue.
4. The bill rebate will be reflected within two (2) billing cycles from the date of redemption. A record of the transaction will be stored in the SSP.

\*Please see the Terms & Conditions below for the definition of a “Successful Referral”.

For common queries please check our FAQ [here](#).

Please direct your queries to [info@iswitch.com.sg](mailto:info@iswitch.com.sg) or call 6955 9900.

## **Terms & Conditions (“T&Cs”)**

### **1. The Referral Program**

- a. Only existing iSwitch customers who have entered into a residential electricity agreement (“**Electricity Agreement**”) with iSwitch are eligible to be a “**Referrer**” under the Referral Program.
- b. The Referrer must log into the iSwitch Self-Service Portal (“SSP”) to retrieve his/her unique referral code (the “**Referral Code**”). The Referral Code is auto-generated by the system and cannot be changed.
- c. The Referral Code can be shared with anyone via email, social media, SMS or word of mouth.
- d. Due to our privacy policy and data privacy laws, we are unable to disclose whether your friend or family member is already an iSwitch customer.
- e. A new customer is classified as any individual, however related or connected to the Referrer, who has not entered into an Electricity Agreement with iSwitch (the “**Referee**”).
- f. The Referee must enter a valid Referrer’s Referral Code into the referral code field of the application form during sign-up (“**Application Form**”). Note that if the Referee fails to do so, the referral will not be a Successful Referral. iSwitch will not be responsible to check the validity of the Referral Code.
- g. The Application Form cannot be altered once submitted to iSwitch.
- h. The Referral Code can only be applied to an iSwitch residential electricity price plan.
- i. The Referee cannot enter more than one (1) Referral Code in the Application Form.
- j. The Referral Program is only applicable to online sign-ups via the iSwitch website ([www.iswitch.com.sg/plans](http://www.iswitch.com.sg/plans)) (“**Website**”). The Referral Program is **not** applicable to sign-ups via any other channel or website (including but not limited to roadshows and iSwitch’s partner landing pages).
- k. There is no limit to the number of referrals that a Referrer can introduce to iSwitch.

## 2. Use of iSwitch Reward Points

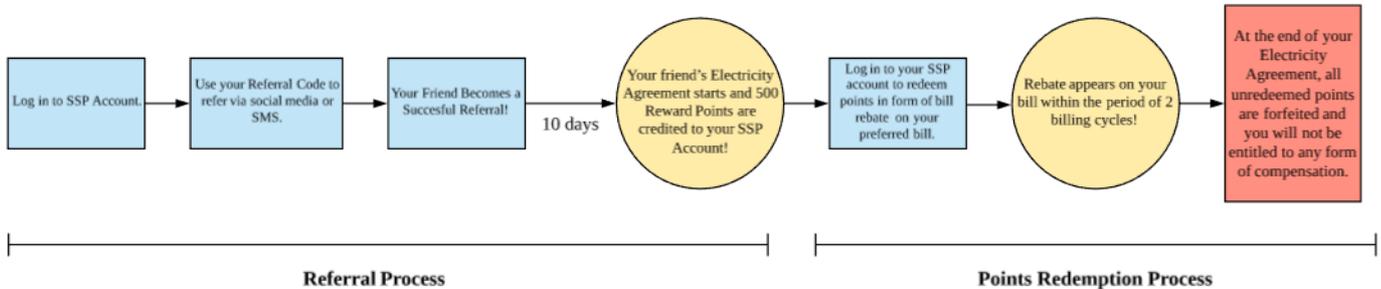
- a. iSwitch shall reward the Referrer with 500 reward points (10 reward points = SGD1.00) for every Successful Referral ("**Reward Points**"). A "**Successful Referral**" shall be deemed to have been made when:-
  - i. a Referee, having been referred to iSwitch by the Referrer, has been transferred to iSwitch from his/her previous electricity provider, and
  - ii. such transfer has been recorded in the electronic business transfer system of SP Services Ltd.iSwitch reserves the right to change the amount of Reward Points to be awarded under this Referral Program for each Successful Referral without prior notice to the Referrer. If a Referrer makes a Successful Referral before the date of change, Reward Points earned under that Successful Referral will be unaffected by the change.
- b. Referrer will earn Reward Points upon a Successful Referral. Once the Reward Points are credited to the Referrer's SSP account, the Referrer should log into the SSP to redeem the Reward Points, which are to be used as rebates on the Referrer's preferred iSwitch bill.

- c. Procedure for Converting Reward Points into Bill Rebates

*Summary: Once the Referrer selects 'redeem now' on his/her chosen number of Reward Points, these Reward Points will take up to two (2) billing cycles to transform into Rebates. Rebates will be used to offset your bill amount.*

- i. The Referrer logs into his/her SSP account, enters the number of Reward Points to be redeemed ("**Selected Points**"), and selects 'redeem now'.
  - ii. The Selected Points will then, over the course of two (2) billing cycles, be converted to bill rebates ("**Rebate(s)**"). Rebates will be applied towards the Referrer's iSwitch electricity bills.
  - iii. If the Rebate amount exceeds the bill amount, the excess Rebate amount will automatically be applied towards the Referrer's next iSwitch bill.
  - iv. if the bill amount exceeds the Rebate amount, the excess bill amount is to be paid by the Referrer.
- d. Regarding Electricity Agreements that are due to be terminated ("**Terminated Agreements**"):
  - i. A final bill is typically issued between 30-60 days after the effective termination date of such an agreement ("**Final Bill**").
  - ii. In order for Rebates to be applied to the Final Bill, we recommend that Referrers redeem their Selected Points at least two (2) billing cycles prior to the effective termination date of the Terminated Agreement.
  - iii. Rebates will be automatically offset against the amount payable under the Final Bill.
  - iv. If, as at the date of the Final Bill, the total value of the Rebates in the Referrer's account exceeds the amount payable under the Final Bill, the excess amount of Rebates will automatically be forfeited and cannot be exchanged for cash.
- e. Reward Points can be redeemed at any time during the term of the Referrer's iSwitch Electricity Agreement. The validity of Reward Points will be renewed upon the renewal of such Electricity Agreement; however, if the Electricity Agreement is not renewed, any unredeemed Reward Points at the date of termination will be forfeited.
- f. If any Referrer ceases to be an iSwitch customer for any reason whatsoever, then:
  - i. any unredeemed Reward Points at the date of termination will be forfeited, even if the Referrer later enters into a new Electricity Agreement with iSwitch. There will be no reactivation of forfeited Reward Points for any reason whatsoever; and
  - ii. if the Referrer later enters into a new Electricity Agreement with iSwitch, he/she may participate in the Referral Program as a new customer.
- g. Reward Points cannot be refunded or exchanged for cash or any other products or services.
- h. Reward Points accrued in a Referrer's SSP account cannot be transferred or assigned to any other iSwitch customer.
- i. The Referrer is free to offset the entire bill amount using Rebates if there are sufficient Rebates available

## iSwitch Referral Program



*In this diagram, "you" means a Referrer as defined in these T&Cs, and all capitalized terms have the meaning set out in these T&Cs.*

### 3. General

- a. The Referrer is **NOT PERMITTED TO** discuss pricing with a potential customer or make promises or offers to potential customers concerning pricing. The Referrer is only permitted to distribute his/her Referral Code.
- b. The Referrer has no authority to make representations or enter into contracts or agreements for and on behalf of iSwitch. No relationship is formed between iSwitch and a Referrer, whether in the form of contract, agency, partnership, or joint venture. iSwitch shall not be liable for any actions of or representations by the Referrer.
- c. The Referrer represents and warrants that he/she is not (i) subject to sanctions under any applicable law and regulation, (ii) a politically exposed person, and/or (iii) under investigation by any authority or government in civil or criminal proceedings. The Referrer agrees that iSwitch shall not be obliged to make payment to the Referrer if (A) doing so would contravene any applicable law or regulation, (B) the Referrer has made a misrepresentation to iSwitch, and/or (C) the circumstances call for payment to be withheld.
- d. The Referrer acknowledges that it is the Referrer's responsibility to ensure that he/she is not prevented by law and/or contract from participating in this Referral Program, and undertakes to (i) abide by applicable income tax law and regulations, and (ii) hold iSwitch harmless from any violation by the Referrer of any law or regulation. iSwitch shall not be liable for any claim whatsoever by any third party related to any referral.
- e. The Referrer agrees to indemnify, defend, and hold iSwitch and its representatives and agents harmless from and against any and all third party claims, demands, liabilities, costs, or expenses, including attorney's fees and costs, arising from or related to any breach by the Referrer of any of these T&Cs or any violation by the Referrer of applicable law.
- f. iSwitch reserves the right to amend the terms and conditions of, or suspend or terminate, the Referral Program without prior notice, including terms relating to a party's ability to participate in the Referral Program. iSwitch reserves the right to review and investigate all referral activities as deemed fair and appropriate.
- g. In the event of any inconsistency, conflict, or discrepancy between these T&Cs and iSwitch's Standard Terms and Conditions for Electricity Agreements (available at <https://iswitch.com.sg>), the former shall prevail.