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TERMS & CONDITIONS

1. DEFINITIONS

1.1 "Geneco" means Geneco by Seraya Energy Pte Ltd.

1.2 "Promotion Period" means the period commencing on 2 November 2026 and ends on 31 December 2026, both dates inclusive.

1.3 "Eligible Customer" refers to an individual who:

(a) is an existing Geneco customer and is eligible for renewal of his/her residential electricity account during the Promotion Period;

(b) is not a person deemed ineligible and/or notified by Geneco as being ineligible from time to time.

1.4 "Award" refers to a one-off S$15 Geneco bill rebate ("Rebate").

2. PROMOTION ELIGIBILITY REQUIREMENTS

2.1 An Eligible Customer is deemed to have successfully renewed with Geneco if all the following conditions are met:

(a) the Eligible Customer renew his/her expiring residential electricity account with Get It Fixed 12 Renewal ("Eligible Plan") via the Self-Service Portal, during the Promotion Period;

(b) the Eligible Customer successfully applies the promotion code "RENEW15" at the point of signing up during the Promotion Period;

(c) the Eligible Customer satisfies all of the conditions as stated at Clause 1.3 hereinabove; and

(d) such application is approved by Geneco within two (2) to four (4) weeks from the application submission date.

2.2 Upon full satisfaction of the conditions stated at Clause 2.1 hereinabove, the Eligible Customer will be deemed eligible for the Award.

2.3 For the avoidance of doubt, this Promotion is not applicable to any other plan sign-ups except Get It Fixed 12 Renewal, details of which are available at Self-Service Portal.

3. AWARD

3.1 The first 2,000 Eligible Customers to fulfil the conditions set out in Clause 2.1 above shall be entitled to the following applicable Award:-

(a) a one-off rebate with a value of S$15 which shall be credited to the Eligible Customer's Geneco residential electricity account which may be used to offset their Geneco electricity bill(s) before GST.

3.2 The Award will be disbursed in the following manner:-

(a) the Rebate will be credited to the Eligible Customer's Geneco residential electricity account within thirty (30) calendar days after the end of the Promotion Period

3.3 The Award shall not apply if the Geneco account is closed on or before the date that the Award is awarded by Geneco.

3.4 The Rebate will be used to offset the Eligible Customer's Geneco electricity bill before GST ("Electricity Bill"). If the Electricity Bill amounts to less than the value of the Rebate, the remaining value will be used to offset the subsequent Electricity Bill(s). For the avoidance of doubt, the Rebate shall only be used to offset Electricity Bill(s) and not be used to offset any security deposit or non-electricity usage related charges under the Eligible Customer's account.

3.5 If the Rebate is found to be used erroneously, fraudulently or illegally by the Eligible Customer, Geneco reserves the right, in its absolute discretion, to revoke or remove the Rebate from the account of the Eligible Customer and Geneco shall not be liable to the Eligible Customer in any manner or for any matter whatsoever.

3.6 The Rebate is non-transferable, non-exchangeable and not redeemable for cash.

4. GENERAL TERMS AND CONDITIONS

4.1 By participating in this Promotion, each Eligible Customer is deemed to have provided consent to Geneco pursuant to the Personal Data Protection Act 2012, for the collection, storage, use and disclosure of their personal data by/to Geneco and such other third party Geneco may reasonably consider necessary for the purposes of administering this promotion.

4.2 This Promotion may not be applied in conjunction with any other offers, rebates or promotions unless otherwise permitted by Geneco in its sole and absolute discretion. For the avoidance of doubt, the Award is non-negotiable.

4.3 Geneco reserves the right to amend, suspend, withdraw, vary or terminate the Promotion, including but not limited to replacing the Award with another promotion of similar value and to vary, add to, or delete any of these terms and conditions at any time without prior notice,

including but not limited to the eligibility requirements and the Promotion Period. Geneco's decision in relation to such matters are at its sole and absolute discretion and shall be final and binding.

4.4 Geneco, its directors, officers, employees and assignees, shall not at any time be responsible or held liable for any loss, injury, damage, harm, settlement sums, costs, charges, expenses, actions, penalties, proceedings, claims and/or demands arising out of or in connection with the Award.

4.5 These terms and conditions shall be governed by and interpreted in accordance with the laws of the Republic of Singapore and the Singapore courts shall have exclusive jurisdiction over any dispute arising out of or in relation to this Promotion.

4.6 Participation in this Promotion shall constitute acceptance of all terms and conditions set out above and any amendments thereof. These terms shall be read in conjunction with the relevant Electricity Retail Agreement that Seraya Energy Pte Ltd is a party to, where relevant, and/or any other applicable terms and conditions.