

Geneco Referral Programme Terms and Conditions

1. The Terms and Conditions of Seraya Energy Pte. Ltd.'s ("Geneco") Referral Programme govern your participation in Geneco's Referral Programme and form part of your agreement with us. These terms shall be read in conjunction with the Electricity Retail Agreement, where relevant, and any other applicable promotional terms and conditions.
2. Geneco's Referral Programme is available to you if you are an existing customer (the "Referrer") or a new customer (the "Referral Recipient") who has no electricity account with Geneco yet.
3. Each Referrer's Referral Code is his/her **Geneco account registered handphone number (e.g. 9xxxxxxx) linked to his/her Geneco account**. This Referral Code may be shared by the Referrer with his/her friends, family members, business partners and any other persons.
4. A Referral Recipient will need to enter the Referral Code into the referral code field during the online sign-up process. Referral code is only exclusive to online sign-ups and cannot be used at any roadshows.
5. A Referral Recipient can use only one Referral Code when signing up with Geneco for the first time. He/she cannot have more than one Referrer or use multiple Referral Codes.
6. The Geneco Rebate is the value(s) set out in Geneco's Referral Programme prevailing at the time of the sign up by the Referral Recipient, details of which can be found in the refer-a-friend section on Geneco's webpage at <https://www.geneco.sg/residential/refer-a-friend/>
7. A Referral Recipient who signs up with Geneco using a valid Referral Code of a Referrer will receive the applicable Geneco Rebate prevailing at the time of his/her sign up, subject to the following conditions:
 1. (i) The Geneco Rebate will be credited to the Referral Recipient's account with Geneco on the Start Date of the Referral Recipient's Electricity Retail Agreement;
 2. (ii) The Geneco Rebate will only be applied towards the electricity charges in Referral Recipient's subsequent electricity bill(s); and
8. A Referrer whose Referral Code was used for a successful sign up will receive the applicable Geneco Rebate prevailing at the time of the sign up of the Referral Recipient, subject to the following conditions:

1. (i) The Geneco Rebate shall be credited to the Referrer's account with Geneco on the Start Date of the Referral Recipient's Electricity Retail Agreement; and
 2. (ii) The Geneco Rebate will only be applied towards the electricity charges of the Referrer's subsequent electricity bill(s) after such Start Date; and
 3. (iii) The Geneco Rebate shall only be credited to Referrer's account with Geneco if Geneco does not receive a transfer request to transfer the Referral Recipient's account to another retailer or to SP Group before the Start Date of the Referral Recipient's Electricity Retail Agreement.
9. The Geneco Rebate will be used to offset your Geneco electricity charges in your Geneco electricity bill. If your electricity charges amount to less than the value of the Geneco Rebate the remaining Geneco Rebate will be used to offset the electricity charges in your next Geneco bill. If you transfer your account out of Geneco with any unused Geneco Rebate in your account, then such Geneco Rebate shall be forfeited after the final bill is generated. Any Geneco Rebate shall not be paid out or refunded by Geneco to you in cash or in kind in whatever circumstances. Otherwise, there is no expiry date for the Geneco Rebate.
10. Geneco reserves the right, in its absolute discretion, to withdraw or modify the Geneco Referral Programme and/or its Terms and Conditions at any time, without prior notice and without liability whatsoever.
11. Geneco reserves the right to review and investigate all referral activities. If a Referral Code or Geneco Rebate is found to be used erroneously, fraudulently, illegally, or in violation of Geneco's Referral Programme's Terms and Conditions, Geneco reserves the right, in its absolute discretion, to revoke or remove these Geneco Rebate from the account of the Referral Recipient or the account of the Referrer (as the case may be) and Geneco shall not be liable to the Referral Recipient or the Referrer.