

**Terms and Conditions Governing DBS/POSB Gojek Promotion (6 July 2021 to 30 September 2021)  
with Geneco powered by Seraya Energy Pte Ltd ("Geneco") ("Promotion")**

Participation in the Promotion constitutes acceptance of these Terms and Conditions.

**Definitions**

1. The Promotion is valid from 6 July 2021 to 30 September 2021 (both dates inclusive) or when Promotion is fully subscribed, whichever is earlier. ("**Promotion Period**").
2. The Promotion is only applicable for DBS/POSB Credit and Debit ("**DBS/POSB Card**") Cardmembers ("**Eligible Cardmember**") who have an existing residential electricity contract with Geneco which is due for renewal ("Expiring Geneco Contract") during the Promotion Period.
3. For the avoidance of doubt, this Promotion is not applicable for Eligible Cardmembers whose Expiring Geneco Contract is automatically renewed following its expiry.
4. "**Eligible Card**" means Eligible Cardmember's card account(s) must not be closed or suspended and in good standing (i.e. to abide by the terms and conditions listed in the DBS Card Agreement) throughout the Promotion Period and at the time of Gojek e-Vouchers (the "**Gojek Voucher**") fulfilment.

**Eligibility and Mechanics**

5. An Eligible Cardmember will receive Gojek Voucher if he/she fulfils the following criteria:-
  - i. Before his/her contract expiry date and within the Promotion Period, the Eligible Cardmember:
    - a) is amongst the first 1,750 Geneco customers who successfully renews his/her Expiring Geneco Contract with a Geneco residential electricity plan of minimum twelve (12) months contract duration;
    - b) successfully sets up a recurring payment arrangement on his/her monthly electricity bill to his/her DBS/POSB Card on a recurring basis ("**Recurring Payment**") via Geneco's [Self-Service Portal](#); and
  - ii. Has made the first Recurring Payment successfully charged and posted to his/her DBS/POSB Card tabled below:

Sign-up period	1 <sup>st</sup> Recurring Charge
6 Jul – 31 Jul 2021	By 31 Oct 2021
1 Aug – 31 Aug 2021	By 30 Nov 2021
1 Sep – 30 Sep 2021	By 31 Dec 2021

6. The Eligible Cardmember who fulfils all the criteria set out in Clause 5 shall be entitled to the Gojek Voucher based on the Geneco residential electricity plan signed-up. The Geneco residential electricity plan and the applicable Gojek Voucher are as follows: -

Validity	Geneco Plan	Gojek Voucher	Redemption Cap
From 6 Jul to 29 Jul 2021	12-month or 18-month	S\$40	Limited to the first 1,750 Eligible Cardmembers
	24-month	S\$80	
From 30 Jul – 30 Sep 2021	12-month	S\$40	
	24-month	S\$80	

- The maximum amount of Gojek Voucher that may be earned is S\$80 per Eligible Cardmember, regardless of total number of cards (principal cards or supplementary cards) used to set up the recurring payment.

### **Reward Notification**

- The Gojek Voucher shall be sent in the form of e-Code via an email notification to all Eligible Cardmembers based on the registered email address in Geneco's records as follows:

<b>Sign-up period</b>	<b>Reward Notification</b>
6 Jul – 31 Jul 2021	By 30 Nov 2021
1 Aug – 31 Aug 2021	By 31 Dec 2021
1 Sep – 30 Sep 2021	By 31 Jan 2022

- For the avoidance of doubt, where an Eligible Cardmember's first Recurring Payment was charged to his/her POSB Card after stipulated date tabled in Clause 5ii) for any reasons whatsoever, he/she will not qualify for the Gojek Voucher. In no event should DBS and/or Geneco be responsible for the Eligible Cardmember's ineligibility to receive the Gojek Voucher.

### **Gojek Terms & Conditions**

- This voucher is only valid for Gojek services in Singapore, and may only be applied to orders made via the Gojek app before the stated expiry date.
- The Gojek Voucher will be issued in S\$10 denomination and e-Codes can be applied 4 or 8 times based on the Geneco plan that Eligible Cardmember signs up for.
- This voucher may only be applied towards the fee charged by Gojek and the service provider in connection with your order made via the Gojek app. This voucher may not be applied to any additional charges such as cancellation fees, tolls, road-usage charges, takeaway charges, building or area entrance charges incurred and any other applicable surcharges (such as but not limited to peak hour and midnight surcharges by the service or goods provider, which the service or goods provider shall be entitled to collect from you).
- This voucher may only be used once, and is not refundable, replaceable, or exchangeable for cash.
- No refund shall be given if the value of the voucher used exceeds the fees charged by the service or goods provider.
- Only one voucher can be used per transaction. Vouchers may not be valid when used in conjunction with other promotions, discounts or other vouchers.
- If you choose to make payment in cash, Gojek shall not be responsible for any errors in the amounts paid by you for the services or goods to the provider.
- Gojek reserves the right to change the terms and conditions of the voucher without prior notice. Gojek will use its reasonable endeavours to give prior notice of any material changes to these terms and conditions; however it is your responsibility to review these terms and conditions before using the voucher, and your use of the voucher will constitute your acceptance of the amendments.

18. Your use of the Gojek app shall continue to be governed by the User Terms of Use (accessible at: <https://www.gojek.com/sg/terms-and-conditions/> ).
19. Any balance payment must be made with a DBS/POSB Card.

### **General Terms & Conditions**

20. DBS and/or Geneco reserves all rights to:
- i. substitute the Gojek Voucher;
  - ii. forfeit or reclaim the Gojek Voucher previously awarded where Eligible Cardmember's recurring payment arrangement is terminated within 12 months from the date the first recurring payment was charged to the DBS/POSB Card.
  - iii. vary, modify, add or delete any of these Terms and Conditions without prior notification, and participation in this Promotion shall be bound by any such the relevant updated Terms and Conditions; and
  - iv. at its sole discretion, make decisions on all matters relating to the Promotion including but not limited to the eligibility of the Eligible Cardmember to receive the Gojek Voucher, which shall be final, conclusive and binding.
21. DBS is not an agent of Geneco and vice versa. Any dispute on the quality of service, disruption of service or service standards must be resolved directly with the service provider.
22. DBS and Geneco make no warranty or representation as to the quality, merchantability or fitness for purpose of the goods and/or services. DBS and Geneco shall not at any time be liable for any loss, injury, claim or damage suffered or incurred as a result of the use of the goods and/or services provided.
23. By participating in this Promotion, each Eligible Cardmember consent under the Personal Data Protection Act (Cap 26 of 2012) to the collection, use and disclosure of their personal data by/to DBS and/or Geneco and such other third party as DBS and/or Geneco may reasonably consider necessary for the purpose of the Promotion, and confirm that they agree to be bound by the terms of the DBS Privacy Policy and/or Geneco Privacy Policy, a copy of which can be found on [www.dbs.com/privacy](http://www.dbs.com/privacy) or [www.geneco.sg/privacy-policy/](http://www.geneco.sg/privacy-policy/).
24. Terms and Conditions are correct as at time of posting.
25. These Terms and Conditions shall be governed by and construed in accordance with the law of Singapore.