

## TERMS AND CONDITIONS U REFER ONLINE PROMOTION

1. U Refer is a referral program allow Union Power (“UP”) existing residential customers to refer a new residential either contestable or non-contestable electricity account holder to UP.
2. Existing UP’s customer (“referrer”) and New residential customer (“referee”) will be received applicable rewards points prevailing at the time of his/her sign up successfully.
3. This referral program only applicable for online sign-up and strictly for residential customers only. It is not available at any roadshow.
4. This referral program is not eligible for the price plan less than 12 months contract period.
5. A successful referral only will be considered upon the referee commenced the electricity agreement with UP and no cancellation within the binding contract period. UP reserves the right to claw back the reward points from either referrer or referee who terminate the Electricity Agreement before contract expiry without prior notice.
6. A referrer is not allowed to enter more than one referral codes. In the event, there is 2 or more referrers sharing the referral code to same referee. Only the first referral successfully registered is considered to eligible for the rewards.
7. A referrer must be an existing UP’s customer and not allowed to use their own referral code to refer themselves as a referee for the program.
8. Referrer and Referee will receive the reward points in Union Power Customer Portal within 30 days upon referee sign-up successfully.
9. Referrer will be responsible to obtain the prior consent of the referee to allow UP collect both referrer and referee’s personal data including his/her name, NRIC, contact details, Address and other information including but not limited to for the purposes of contacting the referee by UP and future correspondences.
10. The reward point can be redeemed to offset your electricity bill. Any balance of the credits, it can be used to offset your next billing until it is fully utilized.
11. The rewards points are non-transferable, non-exchangeable or not redeemable in cash.
12. Any unused reward points will be forfeited after final bill is generated if you decided to transfer your electricity account out to either SP Services or Other Retailer.
13. Successful sign-ups are strictly not allowed to change the price plan or referral code.
14. UP reserves the right to review and modify the program from time to time without prior notice.
15. UP’s decision on all matters, queries or disputes regarding the U Refer Program, its terms and conditions shall be final and without appeal.