

Digital Channels Issuing/Products

Products / Issuing

09 January 2025

Dear Valued Merchant

STANBIC IBTC BANK LIMITED (STANBIC IBTC, WE, US OR OUR)// INSERT MERCHANT NAME (MERCHANT, YOU OR YOUR): "PLUSREWARDS" CAMPAIGN

1. Thank you for agreeing to cooperate with us with regards to our "PlusRewards" campaign (Campaign). The Campaign is aimed at creating awareness regarding our loyalty programme for merchants and cardholders alike across 14 countries in Africa.

To offer discount to Stanbic IBTC cardholders paying for goods and services with their cards

2. We confirm that, from (Insert start and end date) you have agreed to offer the following preferential benefits and/or discounts to your customers who pay for your goods or services using a Stanbic IBTC-issued cards (Stanbic IBTCCardholders):

(Insert discount offer) to Stanbic IBTC cardholders
(collectively referred to as the Discounts)

3. We further confirm that you have agreed that you will let us know in writing as and when you offer further preferential benefits and discounts to Stanbic IBTC Cardholders and the period during which these would be offered. These changes will become effective when we agree to these changes.
4. Further to the Campaign we will provide you with "PlusRewards" marketing materials (Marketing) and you agree to display the Marketing in your physical stores and/or websites. All intellectual property rights pertaining to the Marketing belongs to us.

I.B.T.C. Towers Walter Carrington Crescent / P.O. Box 71707 Victoria Island Lagos Nigeria
Telephone: +234 1 422 7000. +234 14488900 Facsimile: 234 1- 2806998 www.stanbicibtcbank.com

Stanbic IBTC Bank Limited RC 125097

Directors: Yinka Sanni (Chairman) Wole Adeniyi (Chief Executive) Bunmi Dayo-Olagunju (Deputy Chief Executive) Olu Delano (Executive) Eric Fajemisin (Executive) Kola Lawal (Executive) Remy Osuagwu (Executive) A.S. Bello H. Engelbrecht* M. Essien (SAN) R. Isma F. Montjane* S. Ridley*

*South African

5. You agree that:

you will only provide the Discounts through the channels as agreed by us;

- 5.2 you will only use a Stanbic IBTC point of sale device to process the transactions involving Stanbic IBTC Cardholders and you will be solely responsible to deal with any disputes that arise from such transactions.
- 5.3 you will be responsible to ensure that Stanbic IBTC Cardholders receive the Discounts advertised, whether through the Marketing or otherwise.
- 5.4 you will not use any materials (other than the Marketing), channels or mechanics for the Campaign and/or related to the Discounts without our prior written approval;
- 5.5 to the extent applicable, you will comply with the provisions of your merchant agreement with us (**Agreement**) insofar as the Campaign, the Discounts and/or the Stanbic IBTC Cardholders are concerned (including without limitation ensuring that your staff is adequately trained).
- 5.6 you specifically consent to share with us, our agents, representatives and/or service providers, your personal information (such as store's name, address, logo, contact details, website details (if applicable), type of business and Discounts offered) for the purposes of the Campaign;
- 5.7 unless we advise otherwise, we will advertise your details and the Discounts offered, through Stanbic IBTC approved channels.
- 6. You understand that if you can no longer offer the Discounts as set out above, alternatively you breach any of your obligations in terms of this letter and/or the Agreement, we will, in addition to our rights under the Agreement or otherwise, no longer advertise your details and the Discounts and the provisions of this letter will cease to apply to the relationship between you and us.
- 7. From a Stanbic IBTC perspective, we will continue to provide you with support through our Merchant Solutions Helpdesk at 0700 909 9099 0201 422 2222 which you may contact any queries. If the Stanbic IBTC Cardholders require any assistance, please direct them to the call centre at CustomerCareNigeria@stanbicibtc.com
- 8. Thank you for your valued support and continued co-operation. Kindly confirm your acceptance of the above by signing in the space below.

Yours faithfully

For and on behalf of
Stanbic IBTC Bank Limited

.....
OLUSHOLA ADENIYI

Head, Issuing:

.....
TAIWO ALA

Head, Products

Accepted and agreed at Lagos on the **insert date** day of **insert month and year.**

For and on behalf of the **Merchant**

Insert name and mobile number of business owner

