



Digital Channels/Issuing

(Insert name of contact person)

22 August 2022

Dear Valued Merchant

Stanbic IBTC Bank PLC (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 15 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 to end dates**) 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 IBTC Cardholders**):

(**insert discount value**) 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.
5. You agree that:
 - 5.1 you will only provide the Discounts through the channels as agreed by us;

I.B.T.C. Place
Walter Carrington Crescent
P.O.Box 71707 Victoria Island Lagos Nigeria
Telephone: +234-1- 4227000. +234-1- 4488900 Facsimile: 234-1- 2806998

Stanbic IBTC Bank PLC RC 125097

Directors: Barend J. Kruger* (Chairman) Demola Sogunle (Chief Executive) Wole Adeniyi (Deputy Chief Executive) Kola Lawal (Executive) Andrew Mashanda** (Executive) Bunmi Dayo-Olagunju (Executive) M. Essien (SAN) R. Isma Z. Manyathi* S. Ridley Y. Sanni

*South African **Zimbabwean

- 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 909 909 909 +234 1 422 2222 which you may contact with any queries. If the Stanbic IBTC Cardholders require any assistance, please direct them to the call centre at customercaresenigeria@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 PLC

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*South African **Zimbabwean

Signature:

Olushola Adeniyi

Head, Issuing

Signature:

Iretiola Lawal

Head, Bank Solutions

Accepted and agreed at _____ on the _____ day of _____ 2022.

For and on behalf of the **Merchant**

Duly authorised
Signatory Name:

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