

REWARDS CREDIT TERMS AND CONDITIONS.



Effective date 19 June 2023

As part of Mercury Rewards ("Rewards"), customers can redeem Mercury account credits ("Credits") using Mercury Rewards Points. Redeeming Credits is subject to the following Terms and Conditions.

1. WHAT IS A CREDIT?

- 1.1 A Credit is a fixed value discount that is applied to your Mercury bill.
- 1.2 The discount is applied in the billing period that the Credit is processed.

2. CREDITS AS A SPEND OPTION

- 2.1 Mercury customers who are signed up to participate in Rewards, will be able to use their Points to redeem Credit on their Mercury Account using Points if they have met the Point threshold for a Credit stated in the Mercury App or My Account and have unlocked the Credit benefit in the app or My Account under 'Spend'.
- 2.2 When you choose to spend your Points on a Credit, the associated number of Points required to redeem that Credit will be deducted from your Rewards account at the point that you confirm your Credit in the app or My Account.
- 2.3 Credits will show on your Mercury account within 7 days of redemption.

3. IMPORTANT DETAILS

- 3.1 Once you have redeemed a Credit, you will not be able to change your decision.
- 3.2 Credits can't be redeemed for cash and cannot be transferred to another account.
- 3.3 Mercury reserve the right to change or remove Credits, or these Terms at their discretion.

Mercury Rewards Terms and Conditions and **General Residential Terms and Conditions** apply.