

REFER A FRIEND TERMS AND CONDITIONS.



Effective date 17 March 2025

Mercury customers opted into Mercury Rewards ("Rewards") are eligible to earn Points each time someone joins Mercury using your Refer a Friend link. Refer a Friend is subject to the following Terms and Conditions.

1. WHAT IS REFER A FRIEND?

1.1 Refer a Friend is available to Mercury customers through Rewards. Customers can get friends or family to join Mercury using their referral link in the Mercury App or My Account via the Mercury website. Customers can earn Points for each friend who successfully becomes a Mercury customer using their referral link.

2. HOW IT WORKS - EARNING POINTS

- 2.1 Mercury customers opted in to Rewards can earn Points using our Refer a Friend option if another person successfully joins Mercury on a new account. They must complete their join using the referral link provided to you via Rewards in the Mercury App or My Account via the Mercury website.
- 2.2 The number of Points you can earn from Refer a Friend will be stated under your 'Rewards'. There is no limit to the number of referrals an existing Mercury customer can submit.

3. WHEN WILL I RECEIVE MY POINTS?

- 3.1 We'll apply any Refer a Friend Points to your Rewards Points once your friend successfully joins Mercury.
- 3.2 A referral will be deemed to be "successful" when;
- > The friend you refer has successfully joined as a new Mercury customer; and
 - > Your referred friend's service or product has been activated for at least a month.

4. IMPORTANT DETAILS

- 4.1 The Points you earn for a Refer a Friend referral can't be redeemed for cash, can't be transferred to another Mercury account and you must not sell, assign or transfer Points to any person for cash or any other form of consideration.
- 4.2 Mercury reserves the right to revoke any Points issued under this reward in the case of your fraud, dishonesty or if you otherwise breach these Terms (including the Mercury Rewards Terms).
- 4.3 Mercury reserves the right to change or remove our Friend Get Friend reward, or these terms at its discretion.
- 4.4 **Mercury Rewards Terms and Conditions** and **General Residential Terms and Conditions** apply.