

# REWARDS ACCOUNT CREDIT TERMS AND CONDITIONS.



**Effective date 17 March 2025**

Mercury customers opted into Mercury Rewards ("Rewards"), are eligible to redeem Mercury account credit ("Credit") using Rewards Points ("Points"). Redeeming a Credit is subject to the following Terms and Conditions.

## **1. WHAT IS A REWARDS CREDIT?**

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

## **2. CREDIT AS A SPEND OPTION**

- 2.1 Mercury customers opted into Rewards, will be able to use Points to redeem an account Credit if you've met the Points threshold. The value of the credit will be stated in your Rewards. If a customer has met the Points threshold, the account Credit will be available to redeem under 'Rewards' in either the Mercury App or My Account via the Mercury website.
- 2.2 When you choose to redeem your Points on an account Credit, the associated number of Points required to redeem this will be deducted from your Rewards Points at the point that you confirm redemption in the Mercury App or My Account via the Mercury website.
- 2.3 The Credit 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 A Credit cannot be redeemed for cash and cannot be transferred to another account.
- 3.3 Mercury reserve the right to change or remove Rewards Credit, or these Terms at their discretion.

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