

“My ScottishPower” Loyalty Scheme Terms and Conditions

These Terms and Conditions (the “**T&Cs**”) apply to the My ScottishPower Loyalty Scheme (the “**Loyalty Scheme**”), a loyalty scheme run by ScottishPower Energy Retail Limited, a company registered in Scotland (Company number SC190287), having its registered office at 320 St. Vincent Street, Glasgow, G2 5AD (we, us, our) for Eligible Customers (as defined below) (you, your) who sign up to the Loyalty Scheme. By signing up to the Loyalty Scheme, you agree to be bound by the following T&Cs.

1. Participation

- 1.1 The Loyalty Scheme is open to ScottishPower domestic energy customers who are aged 18 years or older, resident in the UK (excluding Northern Ireland), and for whom we hold a valid and current email address, except:
 - a) customers with traditional prepayment meters (that is prepayment meters that are not smart-enabled);
 - b) energy accounts where the holder is listed as “occupier”, “council” or “void”;
 - c) energy accounts where ScottishPower has received a notification of a change of supplier (such that it will cease to be the energy provider to the address covered by the account) and has not objected to that change of supplier; and/or
 - d) energy accounts for the supply of electricity and/or gas to rental properties where the account holder is the landlord. (“**Eligible Customers**”)
- 1.2 You can sign up to the Loyalty Scheme through your online energy account.
- 1.3 Participation in the Loyalty Scheme is restricted to one energy account per household.
- 1.4 If you have energy accounts at multiple properties, you are entitled to sign up for the Loyalty Scheme at each property which is registered with ScottishPower for the supply of electricity and/or gas and receive an Account Credit (as defined below) for each property.
- 1.5 If you are in the process of moving home, your membership of the Loyalty Scheme will be transferred to your new address. You are not entitled to sign up for the Loyalty Scheme twice at your old and new address. If we discover that you have done so we will be entitled to cancel the award of any Account Credit.
- 1.6 You are entitled to withdraw from the Loyalty Scheme at any time. You can withdraw from the Loyalty Scheme by emailing us at myscottishpower@scottishpower.com stating your full name, address and ScottishPower energy account number and putting "Loyalty Scheme Withdrawal" in the subject line of the email.
- 1.7 We shall have the right to terminate your participation in the Loyalty Scheme at any time and for any reason. If we terminate your participation in the Loyalty Scheme prior to you receiving an Account Credit, you will no longer be entitled to receive any Account Credit. If we terminate your participation in the Loyalty Scheme after you receive an Account Credit, you will be entitled to retain that Account Credit. You will have 28 days from the date your participation in the Loyalty Scheme is terminated to redeem any Points on your account, following which they will be permanently removed.

2. Account Credit

- 2.1 Subject to these T&Cs, where you have successfully signed up to the Loyalty Scheme, we will credit your account with a one-off payment of £5 (the “**Account Credit**”) within 14 days. The credit will be paid towards your electricity consumption if you are a customer for the supply of both electricity and gas, towards electricity consumption if you are an electricity solus customer; and towards gas consumption if you are a gas solus customer.
- 2.2 If you are in any debt to us and you sign up to Loyalty Scheme, we reserve the right to offset the value of the Account Credit against the value of any and/or all of the debt. The remaining value of the Account Credit, if any, shall then be credited to your account.
- 2.3 An Account Credit cannot be exchanged for cash.

3. Points

- 3.1 Customers within the Loyalty Scheme will be eligible to earn credits (“**Points**”) which can be redeemed for an Account Credit of an equivalent value. Points can also be retained and redeemed for other benefits and/or rewards that will be introduced at a later date.
- 3.2 Each Point has a nominal value of 1 penny (£0.01), but Points cannot be exchanged for cash.
- 3.3 Points will be awarded on a quarterly basis. The number of points awarded will be determined based on the amount of time you have had an energy account with us (your “**Tenure**”).
- 3.4 Points that you earn in line with your Tenure will be awarded according to the following bandings:

	Member	Silver	Gold
Tenure	Less than 3 years	Between 3 & 5 years	5+ years
Annual Bonus	0pts	300pts	500pts
Quarterly Reward	125pts	125pts	125pts

- 3.5 The Annual Bonus will be paid on each anniversary of the date you signed up to the Loyalty Scheme.
- 3.6 If you cease to be a ScottishPower customer, your Tenure will be suspended for up to 28 days. If you become a ScottishPower customer again within 28 days, your Tenure will resume from the date on which you rejoin, otherwise your Tenure will be terminated 28 days from the date on which you ceased to be a ScottishPower customer. If you become a ScottishPower customer again at a later date then your new Tenure will begin from that later date.
- 3.7 The Quarterly Award will be made on a quarterly basis on the 10th day of each quarter (such dates being 10 January, 10 April, 10 July and 10 October). The Points will be credited to your loyalty account within 14 days of each of these dates.
- 3.8 The length of your Tenure will not be affected if you move home and we continue to supply energy to your new home.

- 3.9 If you opt out of the Loyalty Scheme but remain a ScottishPower customer, you will have 28 days to redeem your Points, following which they will be permanently removed. If you rejoin the Loyalty Scheme within 28 days your Points will remain on your account.
- 3.10 If you cease to be a ScottishPower customer, your Points will be permanently removed and there will be no mechanism by which they can be restored.
- 3.11 Your Points balance can be tracked and exchanged for Account Credits in the ScottishPower App (the “App”).

4. Other Benefits

- 4.1 ScottishPower intends to introduce a range of benefits and/or other rewards for those who sign up to the Loyalty Scheme. At this stage, the only benefits are Account Credits and Points. Points will be redeemable for other benefits and/or rewards at a later date.
- 4.2 All subsequent benefits and/or other rewards will be subject to such further terms and conditions as ScottishPower in its sole discretion may deem appropriate.

5. General

- 5.1 ScottishPower reserve the right to make changes to these T&Cs, at ScottishPower’s sole discretion and without prior notice. Any change to these T&Cs will be notified to you and posted at scottishpower.co.uk/myscottishpower-terms.
- 5.2 In the event of any dispute regarding any aspect of the Loyalty Scheme, our decision will be final, and no correspondence will be entered into.
- 5.3 These T&Cs are separate to the terms governing your supply of gas and/or electricity that you have with us and will not affect your rights and obligations under those terms.
- 5.4 These T&Cs shall be governed by the laws of Scotland, and ScottishPower and anyone who seeks to rely on these T&Cs submit to the exclusive jurisdiction of the courts of Scotland.
- 5.5 We, and our agents or distributors, will not in any circumstances be responsible or liable to compensate you or accept any responsibility or liability for any damage, loss, liability, personal injury or disappointment incurred or suffered by you in connection with the Loyalty Scheme, or from our refusal to allow you to sign up to the Loyalty Scheme or our withdrawal of the Loyalty Scheme for any reason.
- 5.6 ScottishPower will process personal data for the purposes of the Loyalty Scheme. For example, we will keep a record of rewards and benefits, communications sent and a record of your ongoing eligibility and opt in status to the Loyalty Scheme. We will use your personal data to communicate with you about the Loyalty Scheme. By signing up to the Loyalty Scheme, you agree to such communications, which will include marketing communications in relation to the Loyalty Scheme and your ongoing participation in it. More information about how ScottishPower manages your personal data, including how to exercise your data protection rights, is available in the Privacy Information Notice at www.scottishpower.co.uk/privacy.