

“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 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, 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 contacting us by any of these methods:
 - a) Email 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; or
 - b) Call our Customer Service team on 0345 270 0700 (lines open Monday to Friday 9am to 5pm); or
 - c) Write to ScottishPower, My ScottishPower 320 St. Vincent Street, Glasgow G2 5AD stating your full name, address and ScottishPower energy account number.
- 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.

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 or 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. **Other Benefits**

- 3.1 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.
- 3.2 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.

4. **General**

- 4.1 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.
- 4.2 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.
- 4.3 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.
- 4.4 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.
- 4.5 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.
- 4.6 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.