

# JAMBOJET VOUCHER CAMPAIGN TERMS AND CONDITIONS

## 1. Introduction

- 1.1 These Terms and Conditions (the "Terms") govern the "Pay Less. Fly More." Jambojet Voucher Campaign (the "Campaign") operated by SBM Bank (Kenya) Limited ("SBM", "we", "us" or "our") in association with Jambojet Limited ("Jambojet").
- 1.2 By participating in the Campaign, you confirm that you have read, understood and accept these Terms and that you meet the eligibility requirements set out in Clause 4.
- 1.3 These Terms are issued in addition to, and do not replace, the cardholder agreement applicable to your SBM Card, the SBM Bank General Terms and Conditions, and the published terms applying to Jambojet vouchers and Jambojet bookings (which apply to use of the Voucher on the Jambojet platform). Where there is a conflict between these Terms and your cardholder agreement, the cardholder agreement prevails.
- 1.4 SBM Bank (Kenya) Limited is licensed and regulated by the Central Bank of Kenya.

## 2. Definitions and Interpretation

- 2.1 In these Terms, unless the context otherwise requires:

**"Campaign"** means the "Pay Less. Fly More." promotional campaign operated by SBM in association with Jambojet, running for the Campaign Period.

**"Campaign Period"** means the period commencing Monday 25 May 2026 at 00:01 East Africa Time and ending Sunday 16 August 2026 at 23:59 East Africa Time, both dates inclusive, unless extended, shortened or terminated earlier by SBM in accordance with these Terms.

**"CX Team"** means the SBM Customer Experience team, contactable at [atyourservice@smbank.co.ke](mailto:atyourservice@smbank.co.ke).

**"Eligible Card"** means any of the following SBM-issued payment cards held by a Participant in good standing: (a) SBM World Elite Credit; (b) SBM World Debit; (c) SBM Platinum Credit; (d) SBM Platinum Prepaid; and (e) SBM Gold Debit.

**"Eligible Transaction"** means a single purchase of a Jambojet return air ticket, paid for in full using an Eligible Card, settled and completed during the Campaign Period, and not subsequently reversed, refunded or cancelled.

**"Fly-By Date"** means Wednesday 30 September 2026, being the last date by which travel funded in whole or in part by the Voucher must be completed.

**"Participant"** means an individual SBM Cardholder who meets the eligibility requirements set out in Clause 4 and who participates in the Campaign in accordance with these Terms.

**"Proof of Payment"** means documentary evidence of an Eligible Transaction, comprising both: (a) the Jambojet booking confirmation reflecting the Participant's name, the booking reference, the routing and the amount paid; and (b) the corresponding SBM Card transaction confirmation (Mfukoni notification, SMS alert, or card statement entry) clearly showing the last four digits of the Eligible Card used.

**"SBM"** means SBM Bank (Kenya) Limited, a limited liability company incorporated in Kenya under company registration number C. 4/2000, with its registered office at Riverside Drive, Riverside Mews, P.O. Box 34886-00100, Nairobi, Kenya.

**"Voucher"** means the Jambojet electronic voucher to the value of Kenya Shillings Four Thousand (KES 4,000) issued in connection with the Campaign, redeemable against the cost of a subsequent Jambojet booking subject to the Voucher Conditions.

**"Voucher Conditions"** means the terms and conditions issued by Jambojet which govern the use, redemption, validity and restrictions of the Voucher, available from Jambojet's website and incorporated into these Terms by reference.

**"Voucher Pool"** means the total number of Vouchers available under the Campaign, being one hundred and fifty (150) Vouchers, allocated and issued in monthly tranches on a first-come-first-served basis.

- 2.2 Words importing the singular include the plural and vice versa, and references to any gender include all genders.
- 2.3 References to a statute or statutory provision include that statute or provision as amended, extended or re-enacted from time to time.

### 3. Campaign Period

- 3.1 The Campaign runs from Monday 18 May 2026 at 00:01 East Africa Time to Sunday 9 August 2026 at 23:59 East Africa Time (the "Campaign Period").
- 3.2 Only Eligible Transactions settled within the Campaign Period qualify under these Terms. Transactions initiated within the Campaign Period but settled or finalised after its expiry do not qualify.
- 3.3 SBM reserves the right, in its sole and absolute discretion and subject to Clause 12, to extend, shorten, suspend or terminate the Campaign Period at any time without prior notice.

### 4. Eligibility

- 4.1 To participate in the Campaign, an individual must, at all times during the Campaign Period and at the point of issue of the Voucher:
  - 4.1.1 be at least eighteen (18) years of age;
  - 4.1.2 be the registered holder of at least one Eligible Card issued by SBM, in good standing (meaning not blocked, suspended, subject to collection action, or otherwise restricted);
  - 4.1.3 have provided SBM with current and accurate Know Your Customer (KYC) information and be in compliance with all applicable anti-money-laundering, counter-terrorism financing, and sanctions requirements; and
  - 4.1.4 be ordinarily resident in the Republic of Kenya.
- 4.2 Employees of SBM Bank (Kenya) Limited are eligible to participate in the Campaign in their personal capacity, provided they otherwise meet the eligibility requirements. Employees should refer to Clause 14.3 in respect of any applicable tax considerations.
- 4.3 The following persons are excluded from participating in the Campaign:
  - 4.3.1 employees, directors, officers, agents and contractors of Jambojet Limited;
  - 4.3.2 employees, directors, officers, agents and contractors of any third party engaged in the administration of the Campaign, including Atin OOH Advertising LLC; and
  - 4.3.3 the immediate family members (spouse, child, parent or sibling) of any person within Clauses 4.3.1 or 4.3.2.
- 4.4 SBM may, in its sole discretion, require any person seeking to participate in the Campaign to provide documentation evidencing their eligibility and may refuse to issue or honour a Voucher where eligibility cannot be verified.

## 5. Qualifying Transaction

- 5.1** To qualify for a Voucher, a Participant must complete an Eligible Transaction. An Eligible Transaction means a single purchase of a Jambojet air ticket:
- 5.1.1** paid for in full using an Eligible Card;
  - 5.1.2** amounting to a minimum of Kes. 4,000
  - 5.1.3** made directly on the Jambojet website ([www.jambojet.com](http://www.jambojet.com)), Jambojet mobile application, or other Jambojet-approved sales channel;
  - 5.1.4** settled and finalised within the Campaign Period; and
  - 5.1.5** not subsequently reversed, refunded, voided or cancelled by the Participant, by SBM, or by Jambojet.
- 5.2** Only one-time payment in full using an Eligible Card constitutes an Eligible Transaction. Payments made wholly or in part using cash, mobile money, vouchers, loyalty points, airline credit, gift cards, or any payment instrument other than an Eligible Card do not qualify.
- 5.3** For the avoidance of doubt, the following do not constitute Eligible Transactions:
- 5.3.1** rebooking, fare changes, or upgrade transactions on an existing Jambojet booking;
  - 5.3.2** purchase of ancillary services (baggage, seat selection, meals, insurance) where these are not part of a primary return ticket purchase; and
  - 5.3.3** tickets purchased through any third-party agent, online travel agent (OTA), tour

## 6. How to Claim Your Voucher

- 6.1** Vouchers are not issued automatically. A Participant who has completed an Eligible Transaction must claim their Voucher by following the steps set out in this Clause 6.

### 6.2 Claim steps

- 6.2.1 Step 1 — Submit Proof of Payment.** Within fourteen (14) calendar days of the date of the Eligible Transaction, the Participant must email Proof of Payment to the CX Team at [atyourservice@smbank.co.ke](mailto:atyourservice@smbank.co.ke) with the subject line: "Pay Less. Fly More. Voucher Claim — [Full Name as on Card]".
- 6.2.2 Step 2 — Verification by SBM.** On receipt of the Proof of Payment, the SBM Cards Business Team will verify the Eligible Transaction against SBM's card transaction records. Verification is generally completed within seven (7) working days, though SBM does not warrant any particular processing time.
- 6.2.3 Step 3 — Voucher Issuance.** Where the Eligible Transaction is verified, SBM Marketing will issue the Voucher to the Participant by email within a further three (3) working days, subject to availability of Vouchers within the relevant monthly tranche (see Clause 7.5). The Voucher will be issued in the form of an electronic voucher code together with instructions for redemption on the Jambojet platform.
- 6.3** A Participant who does not submit Proof of Payment within fourteen (14) calendar days of the date of the Eligible Transaction forfeits any entitlement to a Voucher in respect of that Eligible Transaction, regardless of the underlying purchase being valid.
- 6.4** Where SBM is unable to verify an Eligible Transaction, SBM will notify the Participant by email and may request additional information. If SBM remains unable to verify the Eligible Transaction within fourteen (14) calendar days of first receipt of the Proof of Payment, the claim will be declined.
- 6.5** Where the monthly tranche of Vouchers is exhausted at the point at which a Participant's claim is verified, the Participant's claim will roll forward to the next available monthly tranche, subject to Clauses 7.5 and 10.1. Where the Voucher Pool is exhausted in full, no further Vouchers will be issued.

- 6.6** SBM does not accept responsibility for any delay, loss, corruption, or non-delivery of any email communication or Proof of Payment, whether due to internet, email service, spam filter or other technical issue. The Participant is responsible for ensuring submissions are received.

## 7. The Voucher

- 7.1** The Voucher has a face value of Kenya Shillings Four Thousand (KES 4,000).
- 7.2** The Voucher is issued by Jambojet. SBM facilitates Participants' access to the Voucher but is not the issuer of the Voucher. The use, redemption and validity of the Voucher are governed by Jambojet's Voucher Conditions.
- 7.3** The Voucher may be applied as a discount against the cost of a Jambojet booking made on the Jambojet website ([www.jambojet.com](http://www.jambojet.com)) or Jambojet mobile application, subject to the Voucher Conditions.
- 7.4** The Voucher:
- 7.4.1** is personal to the Participant to whom it is issued and is non-transferable;
  - 7.4.2** has no cash value and is not redeemable for cash, in full or in part;
  - 7.4.3** cannot be combined or stacked with another Voucher issued under this Campaign;
  - 7.4.4** must be redeemed against a Jambojet booking made within the Campaign Period; and
  - 7.4.5** must be used for travel completed on or before the Fly-By Date (valid till 31st December 2026).
- 7.5** Voucher Pool and Allocation.
- 7.5.1** The Voucher Pool comprises one hundred and fifty (150) Vouchers in total, available on a first-come-first-served basis.
  - 7.5.2** Vouchers are allocated in monthly tranches across the Campaign Period. Once a monthly tranche is exhausted, no further Vouchers will be issued in that month.
  - 7.5.3** Where the Voucher Pool is exhausted in full before the end of the Campaign Period, the Campaign will close to new claims with effect from the date of exhaustion, irrespective of the Campaign Period otherwise remaining open.
  - 7.5.4** SBM's records of the number of Vouchers issued and remaining are final and binding.
- 7.6** The combination of the Voucher with other Jambojet promotions, fare discounts or loyalty redemptions is governed by the Voucher Conditions issued by Jambojet, and not by these Terms.

## 8. One Voucher per Participant

- 8.1** Each Participant is entitled to a maximum of one (1) Voucher during the Campaign Period, irrespective of:
- 8.1.1** the number of Eligible Cards the Participant holds;
  - 8.1.2** the number of Eligible Transactions the Participant completes; or
  - 8.1.3** the value of those Eligible Transactions.
- 8.2** Where a Participant submits Proof of Payment in respect of more than one Eligible Transaction, only the first verified Eligible Transaction will give rise to a Voucher. Subsequent Proof of Payment will not be processed.
- 8.3** For the avoidance of doubt, joint cardholders or persons making bookings on behalf of others (including family members or work colleagues) are entitled to one Voucher each only where each such person is themselves an Eligible Card holder who has made a separate Eligible Transaction.

## 9. Interaction with SBM Rewards Program

- 9.1** An Eligible Transaction earns SBM Rewards Program points in the ordinary course, in accordance with the terms of the SBM Rewards Program. The Campaign does not affect, replace or modify the operation of the SBM Rewards Program.
- 9.2** Points earned on an Eligible Transaction are not affected by any subsequent redemption of a Voucher against a future Jambojet booking. However, future redemption of a Voucher itself does not generate additional SBM Rewards Program points, as the Voucher reduces the value of the qualifying card spend.

## 10. Disqualification

- 10.1** SBM may, in its sole and absolute discretion, disqualify any person from participating in the Campaign and may decline to issue, or revoke and recover, any Voucher already issued, where SBM reasonably believes that the person has:
- 10.1.1** breached these Terms;
  - 10.1.2** engaged in any fraudulent, dishonest, abusive or improper conduct in relation to the Campaign, including (without limitation) the submission of falsified Proof of Payment, manipulation of card transactions, or coordinated activity intended to circumvent the one-Voucher-per-Participant rule;
  - 10.1.3** been involved in any conduct that brings or is likely to bring SBM, Jambojet, or the Campaign into disrepute;
  - 10.1.4** ceased to satisfy the eligibility requirements set out in Clause 4; or
  - 10.1.5** had the underlying Eligible Transaction reversed, refunded, charged-back or cancelled at any time.
- 10.2** Where a Voucher has been issued and the underlying Eligible Transaction is subsequently reversed, refunded or cancelled, SBM and Jambojet reserve the right to invalidate the Voucher whether or not it has been redeemed, and to seek recovery of the equivalent value.

## 11. Force Majeure

- 11.1** Neither SBM nor Jambojet shall be liable for any failure or delay in performing any obligation under these Terms where such failure or delay arises from any cause beyond its reasonable control, including (without limitation) act of God, fire, flood, severe weather, pandemic or epidemic, government action or directive, regulatory change, civil disturbance, war, terrorism, labour dispute, failure of public infrastructure, failure of telecommunications or data networks, system outage, or aviation industry disruption.
- 11.2** Where a force majeure event materially affects the operation of the Campaign for a continuous period of fourteen (14) days or more, SBM reserves the right to amend or terminate the Campaign in accordance with Clause 12.

## 12. Amendment, Suspension and Termination

- 12.1** SBM reserves the right, in its sole and absolute discretion and without prior notice, to amend, suspend or terminate the Campaign or any aspect of it, including (without limitation) the Campaign Period, the Voucher Pool size, the value of the Voucher, the eligibility requirements, the claim process, or these Terms.
- 12.2** Where SBM amends these Terms during the Campaign Period, the amended Terms will take effect on publication on SBM's website ([www.sbmbank.co.ke](http://www.sbmbank.co.ke)) or such other communication channel as SBM may select.

- 12.3** SBM will not be liable to any Participant or other person for any loss arising from any amendment, suspension or termination of the Campaign, save where such liability cannot lawfully be excluded.

## 13. Liability and Indemnity

- 13.1** To the maximum extent permitted by law, SBM's total aggregate liability to any Participant arising from or in connection with the Campaign is limited to the face value of the Voucher (KES 4,000).
- 13.2** SBM is not liable for, and Participants release SBM from, any claim arising from:
- 13.2.1** any matter relating to the use, validity, restrictions, blackout dates, redemption process or content of the Voucher itself, all of which is governed by the Voucher Conditions issued by Jambojet;
  - 13.2.2** any cancellation, delay, schedule change, denied boarding, lost baggage, missed connection or other matter relating to any Jambojet flight booked using the Voucher;
  - 13.2.3** any technical fault, system outage, or communications failure that prevents or delays the submission of Proof of Payment, verification of an Eligible Transaction, or delivery of a Voucher; or
  - 13.2.4** any indirect, consequential, special or punitive loss, including (without limitation) loss of profit, loss of opportunity, or loss of enjoyment.
- 13.3** Nothing in these Terms excludes or limits any liability of SBM which cannot lawfully be excluded or limited, including liability for death or personal injury caused by SBM's negligence, or liability for fraud.
- 13.4** The Participant agrees to indemnify and hold SBM harmless against any claim, loss or expense arising from the Participant's breach of these Terms or fraudulent conduct in relation to the Campaign.

## 14. Tax

- 14.1** Each Participant is responsible for any taxes, levies, or duties arising for the Participant in connection with the receipt or use of a Voucher, including (where applicable) income tax under the Income Tax Act, Cap 470 of the Laws of Kenya.
- 14.2** SBM does not provide tax advice. Participants should consult their own tax adviser where they are uncertain of their obligations.
- 14.3** Where the Participant is an employee of SBM, the receipt of a Voucher may constitute a benefit subject to Pay-As-You-Earn (PAYE) tax in accordance with the Income Tax Act, Cap 470. The treatment of any such benefit, including any required gross-up or deduction, will be in accordance with SBM's internal payroll policies as advised by SBM Human Resources and Finance from time to time.

## 15. Personal Data

- 15.1** SBM is a data controller for the purposes of the Data Protection Act, 2019 of the Laws of Kenya.
- 15.2** By participating in the Campaign, the Participant acknowledges that SBM will process personal data, including the Participant's name, contact details, SBM Card number (last four digits), Jambojet booking details, transaction details and Voucher issuance records, for the purposes of:
- 15.2.1** verifying eligibility and the Eligible Transaction;
  - 15.2.2** issuing the Voucher and administering the Campaign;
  - 15.2.3** complying with applicable laws, regulations and requests from competent authorities, including the Central Bank of Kenya and the Kenya Revenue Authority;
  - 15.2.4** preventing, detecting and investigating fraud or other criminal activity; and
  - 15.2.5** internal reporting and analytics in relation to the Campaign.

- 15.3 Personal data may be shared, on a need-to-know basis and subject to appropriate safeguards, with Jambojet Limited solely for the purposes of verifying transactions and issuing Vouchers, and with SBM's professional advisers, service providers and regulators.
- 15.4 SBM retains personal data collected in connection with the Campaign in accordance with SBM's general records retention policy and applicable law.
- 15.5 Participants have rights under the Data Protection Act, 2019 including (subject to applicable limitations) the rights of access, rectification, erasure, restriction of processing, and objection. Requests in respect of these rights should be directed to SBM's Data Protection Officer at [dpo@sbmbank.co.ke](mailto:dpo@sbmbank.co.ke).

## 16. Communications

- 16.1 Participants consent to receiving communications from SBM in connection with the Campaign through email, SMS, in-app push notification via the Mfukoni mobile banking application, and other channels through which SBM ordinarily communicates with its customers.
- 16.2 Participants may unsubscribe from marketing communications at any time using the unsubscribe links provided in those communications, without prejudice to the receipt of operational communications relating to the Voucher claim itself.
- 16.3 Communications from a Participant to SBM in respect of the Campaign should be sent to the CX Team at [atyourservice@sbmbank.co.ke](mailto:atyourservice@sbmbank.co.ke).

## 17. Jambojet

- 17.1 Jambojet Limited is an independent third party. SBM is not an agent of Jambojet, and Jambojet is not an agent of SBM.
- 17.2 SBM makes no representation or warranty in respect of any flight, service, product or arrangement supplied by Jambojet.
- 17.3 All matters relating to a Jambojet booking, including pricing, schedule, cancellation, refund, baggage, in-flight service and customer service, are governed by Jambojet's own contract of carriage and customer terms, and any claim in respect of those matters lies against Jambojet directly.

## 18. General

- 18.1 These Terms constitute the entire agreement between SBM and the Participant in respect of the Campaign and supersede any prior representation, agreement or understanding, save for the cardholder agreement applicable to the Participant's SBM Card.
- 18.2 A failure by SBM to enforce any of these Terms on any occasion does not waive SBM's right to enforce that or any other provision on any subsequent occasion.
- 18.3 If any provision of these Terms is held by a court of competent jurisdiction to be invalid, illegal or unenforceable, that provision shall be severed and the remaining provisions shall continue in full force and effect.
- 18.4 No person other than SBM and the Participant is intended to have any right to enforce these Terms.

## 19. Governing Law and Dispute Resolution

- 19.1 These Terms are governed by, and shall be construed in accordance with, the laws of the Republic of Kenya.

- 19.2** Any dispute, controversy or claim arising out of, in connection with, or relating to these Terms or the Campaign shall first be addressed through good-faith negotiation between the Participant and SBM. The Participant should in the first instance contact the CX Team at [atyourservice@smbank.co.ke](mailto:atyourservice@smbank.co.ke).
- 19.3** Where a dispute is not resolved through good-faith negotiation within thirty (30) days, it shall be referred to and finally resolved by arbitration in Nairobi in accordance with the Arbitration Act No. 4 of 1995 of the Laws of Kenya, by a single arbitrator appointed by agreement of the parties or, failing agreement within fourteen (14) days, by the Chairman for the time being of the Chartered Institute of Arbitrators (Kenya Branch).
- 19.4** Nothing in this Clause 19 prevents either party from seeking interim or urgent relief from a court of competent jurisdiction in Kenya.

## 20. Promoter Details

The promoter of the Campaign is:

<b>Name</b>	SBM Bank (Kenya) Limited
<b>Registration</b>	Company registration number C. 4/2000
<b>Registered office</b>	Riverside Drive, Riverside Mews, P.O. Box 34886-00100, Nairobi, Kenya
<b>Customer contact</b>	<a href="mailto:atyourservice@smbank.co.ke">atyourservice@smbank.co.ke</a>
<b>Regulator</b>	Central Bank of Kenya