SBM CARDS 10% CASHBACK ON FIRST TRANSACTION CAMPAIGN

TERMS AND CONDITIONS

1. INTRODUCTION

These Terms and Conditions apply to the SBM Cards 10% Cashback on First Transaction Campaign offered by SBM Bank (Kenya) Limited to eligible Mastercard cardholders. By participating in this Campaign, Cardholders are deemed to have read, understood and agreed to be bound by these Terms and Conditions.

2. DEFINITIONS

2.1 Bank means SBM Bank (Kenya) Limited.

2.2 Campaign means the 10% Cashback on First Transaction promotional campaign.

2.3 Card means any SBM Mastercard Debit, Credit or Prepaid Card issued by the Bank.

2.4 Cardholder means an individual holding a valid and active SBM Mastercard product.

2.5 Campaign Period means the period 20th November 2026 to 20th January 2027 inclusive.

2.6 Cashback means 10% of the First Qualifying Transaction subject to a maximum of KES 1,000.

2.7 First Qualifying Transaction means the first successful POS or online transaction during the Campaign Period.

3. CAMPAIGN ELIGIBILITY

3.1 Open to holders of valid SBM Mastercard Debit, Credit and Prepaid Cards that are not in arrears.

3.2 Both new and existing cardholders are eligible.

3.3 Cards must be active and in good standing.

3.4 Cards must be activated through Mfukoni.

3.5 SBM staff may participate in a personal capacity.

3.6 Corporate and operational cards are excluded.

4. CASHBACK OFFER

4.1 Eligible cardholders will receive Cashback equal to 10% of the value of the First Qualifying Transaction.

4.2 Maximum payout is KES 1,000 per card.

4.3 No minimum transaction amount is required.

4.4 Only the first qualifying transaction during the Campaign Period qualifies.

4.5 Eligible transactions include POS and online purchases.

4.6 ATM withdrawals, transfers, reversals, refunds, disputed transactions, Wallet loads, mobile money top-ups, betting, and bill payments do not qualify.

5. CASHBACK PAYOUT

Cashback shall be credited directly to the card account and processed on the Wednesday following the week of the qualifying transaction.

6. SBM REWARDS LOYALTY PROGRAMME

Eligible transactions will continue earning points under the SBM Rewards Loyalty Programme in accordance with its terms and conditions.

7. CAMPAIGN PERIOD AND TERMINATION

The Campaign runs from 20th November 2026 to 20thJanuary 2027. The Bank may extend, amend, suspend or terminate the Campaign with notice.

8. GENERAL TERMS AND CONDITIONS

8.1 These Terms and Conditions constitute the entire agreement relating to the Campaign and supersede all other oral or written representations, understandings, or agreements.

8.2 The Bank reserves the right to determine eligibility, disqualify fraudulent participants and amend these Terms and Conditions.

8.3 The Bank shall not be liable for any failure or delay in performance caused by events beyond its reasonable control, including but not limited to natural disasters, acts of government, labor disputes, or technological failures.

8.4 These Terms and Conditions and any rights or liabilities accruing thereunder may not be assigned to any other person.

8.5 Participants to the Campaign are required to keep themselves updated on the Terms and Conditions of this Campaign.

8.6 The decision of SBM Bank on all matters relating to this Campaign is final.

8.7 The rights and remedies herein provided are cumulative and not exclusive of any rights or remedies provided by law.

8.8 If any provision or undertaking of these Terms and Conditions is or becomes illegal, invalid or unenforceable, such provision shall be divisible and be regarded as not affecting the remainder of these Terms and Conditions.

8.9 No failure or delay by either a participant of the Campaign or SBM Bank in exercising any right or remedy hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any right or remedy prevent any further or other exercise thereof or the exercise of any other right or remedy.

9. DATA PRIVACY

Personal information shall be processed in accordance with the Kenya Data Protection Act, 2019 and the Bank's Privacy Notice.

10. ENQUIRIES AND COMPLAINTS

10.1 Inquiries or complaints may be made in person, in writing, by post, email or by telephone.

10.2 For the purpose of making an inquiry or reporting a complaint, any of the following contact channels may be used:

Tel: +254 (0) 709 800 000 / +254 (0) 730 175 000

WhatsApp Chat: +254 (0) 773 758 196

Email: atyourservice@sbmbank.co.ke

10.3 You should bring your complaint to our attention with your contact information, and we will aim to deal with any complaints promptly and fairly. A copy of our complaint's procedure is available on request from any branch or our Contact Centre.

10.4 SBM Bank will take all measures within its means to resolve your complaints within a reasonable time. All complaints will be handled in accordance with the Bank's complaints handling procedures. Where a

notification regarding your complaint or any other matter is expected from the Bank but not received, you may make a further complaint within a reasonable time after non-receipt of such notification.

10.5 Applicable tariffs will be charged by your telephone and internet service provider(s) when communicating with the Customer Care Centre.

11. GOVERNING LAW AND DISPUTE RESOLUTION

11.1 These Terms and Conditions are governed by the Laws of Kenya and any disputes will be subject to the Laws of Kenya.

11.2 The Cardholder may contact the Customer Care Centre, as detailed in Clause 10, to report any disputes, claims or Campaign discrepancies.

11.3 Any dispute arising out of or in connection with this Agreement that is not resolved by Customer Care Centre representatives may be referred to alternative dispute resolution and or a court of law in the Republic of Kenya for determination.