

Eligibility

1. The Trust Bank Partnership Programme (“Promotion”) is available from **25 Oct 2024 to 24 Jan 2025** (both dates inclusive) (“Promotion Period”).
2. The Promotion is open to the **first 700 customers** who are new or renewal customers of Senoko Energy Supply Pte Ltd (“Senoko Energy”) (collectively, “Eligible Senoko Customers”) and principal cardholders of Trust Bank Cards (“Cards”) issued by Trust Bank (Singapore) Limited (“Bank”) (collectively, “Eligible Cardholders”).
3. By participating in the Promotion, the customers agree to be bound by these terms and conditions.

Promotion Mechanics

4. Under this promotion, an Eligible Senoko Energy customer can get a Philips NA210/09 Air Fryer (“**Gift**”) if he/ she renews or signs up via self-help Online channels for a twenty-four (**24**) **months** Senoko Energy residential electricity price plan (“Senoko Energy Plan”) if he/she fulfils the following:
 - a) Within the eligible sign-up period, be the first 700 customers to renew or sign-up via self-help Online channels and input the promo code “**TBJOYB6**” (“Promo Code”) during the sign-up process and
 - b) successfully sets up payment for the Senoko Energy Plan on a recurring basis with a Trust Bank Singapore Card by the stipulated dates detailed in point 4(d)
 - c) retain the recurring payment arrangement with Trust Bank Singapore Card till the end of the 24-month Senoko Energy Plan.
 - d) Senoko Energy will award the Rebate to the Eligible Senoko Customers’ bill as follow:
 - i. For sign-up period: **25 Oct – 31 Oct 2024**, to set up recurring payment by **30 Nov 2024** and the gift redemption will be between **Feb - May 2025**
 - ii. For sign-up period: **1 Nov – 31 Nov 2024**, to set up recurring payment by **31 Dec 2024** and the gift redemption will be between **Mar - Jun 2025**
 - iii. For sign-up period: **1 Dec – 31 Dec 2024**, to set up recurring payment by **31 Jan 2025** and the gift redemption will be between **Apr - Jul 2025**
 - iv. For sign-up period: **1 Jan – 24 Jan 2025**, to set up recurring payment by **28 Feb 2025** and the gift redemption will be between **May - Aug 2025**
5. For the avoidance of doubt, this promotion is not applicable to existing Senoko Energy customers with service contracts that are auto-renewed.
6. Eligible customers who meet the above requirements will receive a redemption email within 30 working days from their third (3rd) billing, based on the start date of their new Senoko Energy contract.
7. The Gift must be redeemed within one month from the redemption email date. Any unredeemed Gift will be forfeited and no correspondence or claims will be entertained in the event of such forfeiture. A customer whose Gift has been forfeited shall not be entitled to any payment or compensation whatsoever from Senoko Energy.
8. If a customer is unable to redeem the Gift in person, an authorization letter must be presented at the redemption centre managed by Short-Q Private Limited. Some personal data provided by the customer will be disclosed to Short-Q Private Limited, for the sole purpose of administering the Gift.
9. Customers must complete keep the recurring payment arrangement by Trust card till the next contract renewal or upon full contractual period if customer is not renewing to be eligible for the Gift. Early termination of the contract may result in the Gift being revoked.
10. The Gift is strictly non-exchangeable, non-refundable, and non-redeemable for cash or credit or otherwise.
11. The Gift’s warranty is subject to manufacturer’s warranty as may apply.
12. Eligible Cardholders whose Card accounts have been suspended, cancelled and/or terminated for any reason during the period of **25 Oct 2024 to 31 Aug 2025** (inclusive of both dates) are not eligible for the Promotion.

13. Trust Bank and/or Senoko Energy reserve the right to disqualify, claw back the Gift should any of the following situation occurs:
 - I. if the Eligible Cardholder refunds or cancels the 24-month Senoko Energy Plan
 - II. where an Eligible Cardholder's first recurring payment was charged to his/her Trust Card after the Gift redemption date for each respective Promotion Period in Table 1 for any reason whatsoever
 - III. if the recurring bill arrangement set up with Trust Card be removed within 24 months from the Promotion period that the Eligible Cardholder signed up for, Gift may be clawed back.
14. Under uncontrollable and unforeseen circumstances, Senoko Energy reserves the absolute right to replace the Gift with another comparable model or product that is of same recommended retail value.
15. Senoko Energy is not an agent of Philips. Any dispute regarding the Gift's quality or service must be addressed directly with Philips. Senoko Energy will not assume any liability or responsibility for the acts of the merchants or any defects in products or services offered in this promotion.
16. Standard terms and conditions of Senoko Energy and product terms governing the electricity price plan apply.
17. By using the Promo Code to participate in this Promotion, you agree to be bound by the Terms and Conditions and any amendment we make to these Terms and Conditions and acknowledge that your personal data and/or information will be shared by Senoko Energy with the Bank for the purpose of administering this Promotion. Senoko Energy reserves the right to vary, modify, add or delete any of these terms and conditions, including terminating, shortening, extending or withdrawing the Promotion, without prior notice or reason.