

## **Terms & Conditions**

### **MCo-opCash 2023 Campaign – Cash Reward for Bill Payment Transactions**

The following terms and conditions apply to the MCo-opCash 2023 Campaign – cash rewards for bill payment transactions, and by participating, you will be deemed to have read, understood, and accepted the same:

#### **Name of the Campaign**

The MCo-opCash National Consumer Promotion (NCP), hereafter “the campaign” is a campaign by The Co-operative Bank of Kenya, hereafter “The Bank”.

#### **Campaign period**

The Campaign will run for 60 days from **18th September 2023 to 16th November 2023** (both days inclusive) and a total of **Kes 6 million** will be won during the campaign period.

#### **Eligibility criteria**

- ☐ The rewards are open to customers of Co-operative Bank of Kenya, only.
- ☐ Co-operative Bank staff are not eligible to participate.
- ☐ Co-operative Bank reserves the right to determine participant eligibility beyond the campaign parameters.

#### **Campaign Guidelines**

1. Each day, the Bank will reward Kes 1,000 in cash to **every 50<sup>th</sup> customer** who pays for a bill using the MCo-opCash **between 13<sup>th</sup> October 2023 and 11<sup>th</sup> November 2023 (both days inclusive)**.
2. The reward is limited to 100 customers a day.
3. Eligible bills:
  - ☐ KPLC Post-paid
  - ☐ DSTV, GoTv, Zuku Tv, StarTimes Tv
  - ☐ Zuku Fibre
  - ☐ Nairobi Water
  - ☐ KRA (domestic)
  - ☐ Pay to Mpesa Till or PayBill

4. The Bank will only reward successful bill payment transactions.
5. The reward money will be credited into the customer's Co-op Bank account which is registered on MCo-opCash.
6. Customers who are rewarded with the Kes 1,000 will get an SMS notifying them of the reward.

### **Campaign Mechanics (How to participate)**

To participate, follow the campaign mechanism below:

- ☐ Pay any of the eligible bills using MCo-opCash.
- ☐ The Bank's system will capture successful bill payment transactions and the respective customers will get rewarded according to the guidelines of the campaign.
- ☐ IF you are not yet registered on MCo-opCash, you can register yourself in one of the following ways:

#### **Option A: Register through \*667#**

**This is for customers who were using the old MCo-opCash (4.0) and do not have a valid ATM Card**

- Enter your ID/Passport/Service Number/Alien ID – the one you used to open your Co-operative Bank account.
- Enter your existing MCo-opCash PIN.
- Enter New MCo-opCash PIN.
- Confirm New PIN.

#### **Option B: Register through MCo-opCash App:**

- Pick one of your valid Co-operative Bank ATM Cards.
- Download the New MCo-opCash (5.0) from Play store or Apple store or Huawei App Gallery.
- Click on REGISTER at the top right-hand side of the page.
- Enter your details – phone number, ID type, ID number, Email Address, ATM card details. Ensure that all these details are the same ones that you used to open the Co-operative Bank account.
- Create a username, password and select security features.

- You will receive an SMS confirmation that registration is complete, and an activation link will be sent to your registered email address.
- Open your email and click on the activation link.
- Login and start transacting.

**Option C: Register at the nearest Co-operative Bank Branch:**

- Visit your nearest Co-operative Bank branch with a valid ID/Passport/Service Number/Alien ID – the one you used to open your Co-operative Bank account.
- Pick the ticket for MCO-OPCASH REGISTRATION.
- The customer service staff will register you and guide you on how to log in.

**Equipment and Skills Required**

No special equipment or skills are required for a customer to participate. A customer will simply dial \*667# or log in to their MCo-opCash App/ Platform, pay for a bill and if they are the 50<sup>th</sup> customer the Bank will deposit the winnings (Kes 1,000 per successful win) into their Co-op Bank account.

**Reward Mechanics**

The Bank's system has the capability to process a reward by executing the below activities:

1. When the customer meets the reward eligibility criteria, Kes 1,000 is deposited into his/ her Co-op Bank account.
2. The Bank will send a congratulations text message upon award.

**Other terms and conditions:**

1. The Co-operative Bank of Kenya reserves the right to verify the validity of entries and disqualify any entrant who is not deemed viable.
2. The reward is non-transferable.
3. By participating in this campaign, the Co-operative Bank of Kenya (or their appointed agents) reserves the right to use the names and images of the participants in any publicity campaign.

4. In the event of any dispute regarding these Terms & Conditions, conduct, results, and all other matters relating to the campaign, the decision by Co-operative Bank of Kenya Limited (or their appointed agent) shall be final.

**Name & Contacts of the Organiser**

The MCo-opCash National Consumer Promotion (NCP) is a campaign by the Co-operative Bank of Kenya, hereafter “The Bank”. The Bank’s contact details are as follows:

Co-operative House, Haile Selassie Avenue, Nairobi, Kenya

P.O. Box 48231 - 00100, Nairobi

Phone number

020 277 6000

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