

I&M BANK LIMITED ("THE BANK") TERMS AND CONDITIONS FOR I&M BANK CARD PARTNERSHIP DISCOUNT FACILITY PROGRAM

TERMS AND CONDITIONS

The following terms & conditions as provided in this Agreement apply to the Card Partnership Discount Facility Program provided by I&M Bank Limited ("I&M Bank") or ("the Bank").

1. DEFINITIONS

1.1 In these terms and conditions, the following words shall have the meanings set out hereunder:

- 1.2 **"Agreement"** means these Terms and Conditions between the Bank and the Cardholder, for Card Partnership Discount Facility Program, as may be varied from time to time.
- 1.3 **"Bank"** means I&M Bank Limited including but not limited to its successors in title and assigns;
- 1.4 **"Card"** means the I&M Bank (Visa or MasterCard) debit or credit Card issued by I&M Bank to a Cardholder.
- 1.5 **"Card Account"** means any Account maintained by the Bank in relation to Card transaction.
- 1.6 **"Cardholder" or "User"** are used interchangeably to mean the authorised natural person to whom a Card is issued by the Bank;
- 1.7 **"Card Transaction"** means any payment made by the use of the Card, in a Merchant establishment in any manner authorized by a Cardholder for debit to the Card Account.
- 1.8 **"Charges"** means any fees or interest charged on the Card Account.
- 1.9 **"Discount"** means with respect to any Card Transaction, any reduction in cost of purchase of any item purchased by the Cardholder in a Merchant establishment through the use of a Card on a POS terminal at the Merchant establishment.
- 1.10 **"Kenya"** means the Republic of Kenya.
- 1.11 **"Merchant"** means an establishment wherever physically located or e-commerce platforms or websites which accepts the Card and shall include but not be limited to stores, shops, restaurants, hotels or airline organisations which display the Bank's logo or a Shared Network Partner's logo including any VISA and/or MASTERCARD branded logo, as a sign of acceptance of the Card;
- 1.12 **"PIN"** means any Personal Identification Number issued to a Cardholder.
- 1.13 **"Program"** means the Card Partnership Discount Facility Program provided by I&M Bank Limited;
- 1.14 **"Shillings"** means "Kenya Shillings" the currency of Kenya.

2. ELIGIBILITY

- 2.1 All I&M Bank Cards are eligible for the Program. This includes Debit, Credit, and Prepaid Cards issued by the Bank.
- 2.2 Cardholders shall enjoy discounts determined by the Bank for Card Transactions at participating Merchant establishments.

3. Validity Period

The Program shall commence on 29th November 2024 and shall continue until terminated by the Bank at its sole discretion. Cardholders shall check the respective offer details provided by each

Merchant to confirm the exact validity period. The Merchant's offer details will provide the expiry date of each Merchant's individual campaign. Upon the expiry date of a Merchant's campaign, the offer will no longer be available unless otherwise communicated by I&M Bank or the participating Merchant.

4. Offer Applicability

4.1 Discounts and other promotional benefits can be enjoyed both:

4.1.1 In-store: At the physical premises of participating merchants.

4.1.2 Online: On e-commerce platforms or websites of participating merchants, where applicable.

5. Communication of the Program

All communication to the Cardholder with regard to the Program shall be conveyed via SMS or e-mail on their registered mobile numbers and e-mail addresses only.

6. General Conditions

5.1 The Program shall not be combined with other Merchant promotions.

5.2 The Bank shall not be liable for any disputes arising from Merchant services or product delivery.

6 Disclaimer

6.1 The Bank reserves the right to amend these Terms and Conditions.

6.2 The Bank reserves the right to modify, withdraw or discontinue the Program without assigning any reasons whatsoever. Nothing contained in these terms and conditions, or the Bank running this Program shall be construed as an obligation on the Bank to continue the Program indefinitely.

6.3 By using your I&M Bank Card for this Program, you accept these Terms and Conditions. For any inquiries, please contact our Customer Service team or visit your nearest I&M Bank branch.

7 General Terms and Conditions

7.1 This is an exclusive Program provided by I&M Bank Limited.

7.2 Participation in this Program is entirely voluntary, and it is agreed and understood by the Cardholder that participation shall be deemed to have been made voluntarily.

7.3 The Program shall not be available wherever it is prohibited under law and/or cannot be made for any reason whatsoever.

7.4 The Bank shall not be obliged to make any public announcements for the results of the Program.

7.5 In all matters relating to this Program, the decision of the Bank shall be final and binding.

7.6 Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating Merchant establishment, which may arise or accrue to the Cardholder due to provision of the Program, shall be to the sole account of the Cardholder.

7.7 This Agreement shall be governed in all respects by the laws of Kenya and the courts of Kenya shall have exclusive

jurisdiction to settle any dispute or claim.

7.8 The Cardholder hereby agrees to the terms of Privacy Notice as published in the Bank's website www.imbank.com which may be amended from time to time with notice to the Cardholder.