

FRIEND GET FRIEND TERMS AND CONDITIONS.



Effective date 19 June 2023

Mercury Rewards allows eligible Mercury customers to earn points and redeem rewards. If you've signed up for Rewards and meet (and continue to meet) the eligibility criteria in the [Mercury Rewards Terms and Conditions](#) you can earn Points each time someone joins Mercury using your referral code in accordance with these Friend Get Friend Terms and Conditions.

1. WHAT IS FRIEND GET FRIEND?

- 1.1 Our Friend Get Friend reward is open to Mercury customers who have signed up to participate in Rewards and who refer their friends to join Mercury using their referral link in the Mercury app. You can earn Points for each friend who successfully becomes a Mercury customer using your referral link.
- 1.2 Due to current system updates, Friend get Friend may not be available to all users to redeem via the app and you may need to call us with your referral instead.

2. HOW IT WORKS - EARNING POINTS

- 2.1 You can earn Points under our Friend Get Friend reward if another person successfully signs up a new energy account with Mercury using your unique referral link provided to you in the Mercury app.
- 2.2 The number of Points you can earn from time to time will be set out in the "Earn" section of Rewards in the app. There is no limit to the number of referrals an existing Mercury customer can submit.

3. OR REFER A FRIEND BY CALLING US

- 3.1 For a limited time, you will also be able to refer a friend by calling us on 0800 456 527, quoting 'Friend get Friend' and providing us with the contact details of the friend who would like to sign up. You'll need to provide their name and contact details, and have received their permission to do so. Our team will follow up with them, and on a successful switch to Mercury, we'll apply points to your rewards account. Wonderful!

4. WHEN WILL I RECEIVE MY POINTS?

- 4.1 We will apply any Points you've earned under this Friend Get Friend reward to your Rewards account in the app or on My Account once your friend successfully joins Mercury.
- 4.2 A referral will be deemed to be "successful" when;
 - > The friend you refer has successfully joined as a new Mercury customer; and
 - > Your referred friend's service or product has been activated for at least a month.

5. IMPORTANT DETAILS

- 5.1 The Points you earn for a Friend Get Friend referral can't be redeemed for cash, cannot be transferred to another Mercury account and you must not sell, assign or transfer Points to any person for cash or any other form of consideration.
- 5.2 Mercury reserves the right to revoke any Points issued under this reward in the case of your fraud, dishonesty or if you otherwise breach these Terms (including the Mercury Rewards Terms).
- 5.3 Mercury reserves the right to change or remove our Friend Get Friend reward, or these Terms at its discretion.
- 5.4 [Mercury Rewards Terms and Conditions](#) and [General Residential Terms and Conditions](#) apply.