

"BOSS IT UP PROMOTION" TERMS AND CONDITIONS

1. Promotion Overview and Period

1.1. The "Boss It Up" Promotion (hereinafter referred to as "the Promotion") is conducted by OBC Group, the provider of the Thola Zonke Loyalty Program.

1.2. The Promotion runs from 25 June 2025 to 3 December 2025 (hereinafter referred to as the "Promotion Period").

1.3. Participants earn points based on their savings activity on the Thola Zonke Card and can redeem accumulated tokens for prizes.

1.4. Tokens earned during the Promotion Period remain valid for redemption until 15 January 2026. Thereafter, they will expire automatically.

2. Eligibility

2.1. The Promotion is available to registered members of the Thola Zonke Loyalty Program who have an active Thola Zonke Card and profile.

2.2. Participants must be aged 18 years or older.

3. Earning Points and Boss Tokens

3.1. Participants will earn 500 Boss It Up points for every R500 saved (topped up) on their Thola Zonke Card during the Promotion Period.

3.2. 500 Points = 1 Boss Token.

3.3. Points are automatically credited to the participant's loyalty profile, and any awarded Boss Tokens will be displayed in the Thola Zonke Loyalty App within 24 hours.

3.4. There is no limit to the number of Boss Tokens a participant can accumulate.

4. Redeeming Boss Tokens for Prizes

4.1. Boss Tokens accumulated via the Thola Zonke Loyalty App may be redeemed exclusively for physical prizes available in-store at participating OBC Merchants. Tokens have no cash value and may not be exchanged for cash or credit.

4.2. The prize tiers and corresponding token requirements are subject to availability and may be updated from time to time at the discretion of OBC Group. Sample prize tiers include (but are not limited to):

- Cooler Box – 7 Boss Tokens
- Kids Scooter – 5 Boss Tokens
- Additional items as advertised from time to time in the Thola Zonke Loyalty App or in-store promotional material.

4.3. The process for redeeming Boss Tokens is as follows:

- a) The participant must log into their personal account on the Thola Zonke Loyalty App.
- b) Navigate to the "My Boss Tokens" section within the app menu.

c) Active tokens will be displayed in the form of a secure QR code, which serves as the method of redemption.

d) The participant must select their desired prize from the list of available items, upon which the corresponding number of tokens required for the prize will automatically be deducted from their balance.

e) The participant must present the QR code at a participating OBC Merchant. The Merchant will scan the code and the prize will be handed over immediately, subject to stock availability.

4.4. Each QR code is unique and may only be used once. It is the participant's responsibility to safeguard their account credentials and QR code. OBC Group and its service providers accept no responsibility for lost or misused codes.

5. Prize Terms and Conditions

5.1. Prizes are issued on a first-come, first-served basis and are subject to availability.

5.2. Prizes are not refundable, not exchangeable for cash and may not be transferred.

5.3. OBC Group or the Merchant reserve the right to replace any advertised prize with an item of equal or greater value due to availability or stock issues.

5.4. Boss Tokens are valid for single use only and must be redeemed within the applicable period.

5.5. Merchants reserve the right not to scan a QR code if the corresponding prize is not immediately available or is temporarily out of stock. Customers may be asked to return at a later stage once the prize becomes available again.

6. Boss Token Validity

6.1. All Boss Tokens earned during the Promotion Period will remain valid for prize redemption until 15 January 2026.

6.2. Any Boss Tokens not redeemed by this date will automatically expire and may not be reinstated.

7. Misuse and Disqualification

7.1. Any abuse, fraudulent conduct or manipulation of the Loyalty App or Thola Zonke system will result in disqualification.

7.2. OBC Group reserves the right to conduct audits and investigations to verify transactions and eligibility.

7.3. All decisions made by OBC Group in relation to the Promotion shall be final and binding.

8. Privacy and POPIA Compliance

8.1. By participating in this Promotion, users consent to the collection, processing and use of their personal information in accordance with the Protection of Personal Information Act (POPIA).

8.2. Information will be used solely for purposes related to the "Boss It Up" campaign, including tracking points, redeeming prizes, and customer communication.

9. Limitation of Liability

9.1. To the fullest extent permitted by law, the OBC Group and its affiliates, partners, agents, contractors and service providers (hereinafter referred to as “the Organisers”) shall not be liable for any direct, indirect, incidental, consequential, or special loss, damage, injury or expense of any nature whatsoever arising from or in connection with:

a) Any technical failures of any kind, including but not limited to delays in the recording of savings, system errors, server malfunctions, QR code or app scanning issues, interrupted or unavailable network services or any other electronic or digital malfunction;

b) The participant's entry into, or participation in, the promotional campaign, including failure to qualify for Boss Tokens or prizes for any reason;

c) The acceptance, possession, use, misuse, or inability to use any prize awarded, including any loss, injury, damage or expense suffered by the winner or any third party as a result thereof;

d) Any delays, cancellations, defects, or failures in the delivery, quality or performance of any prize, whether arising from a manufacturer's defect, safety concerns or user misuse.

9.2. All prizes are awarded as is, without any warranty, express or implied, by the Organisers. It is the sole responsibility of the prize winners to ensure that they use the prize safely and in accordance with all instructions and applicable laws.

9.3. The Organisers make no representations or warranties regarding the safety, quality, merchantability, fitness for purpose or suitability of any prize provided as part of the promotion. The prize winner accepts the prize at their own risk.

9.4. Without limiting the generality of the foregoing, the Organisers shall not be liable for any accident, injury, death, loss or damage suffered by any person arising from or in connection with the use or enjoyment of any prize.

9.5. By accepting a prize, each winner agrees to indemnify, release and hold harmless the Organisers from and against any and all claims, liabilities, damages, losses or expenses (including legal costs on an attorney and own client scale) arising from their participation in the Promotion or from their use or misuse of any prize.

9.6. Participants take part in this Promotion voluntarily and at their own risk.

9.7. The Promotion and its associated marketing materials are intended to inform participants of the opportunity to earn Boss Tokens and redeem prizes. The Organisers expressly disclaim any intention to mislead, misrepresent or unduly entice participation. While reasonable efforts are made to ensure the accuracy and clarity of all promotional content, the Organisers shall not be held liable for any reliance placed on promotional material, nor for any perceived expectation not explicitly stated in these Terms and Conditions.

10. Contact Information

For any queries regarding the “Boss It Up” Promotion or the Thola Zonke Loyalty Program, participants may contact: OBC Group Customer Support or email: support@tholazonke.co.za