

## Refer a Friend Plan Terms & Conditions

1. The Refer-a-Friend Programme (the 'Programme') enables Members of the Utility Warehouse Discount Club ('Members') to earn high street shopping vouchers by recommending the Utility Warehouse Discount Club to potential new Members; these new Members can be either domestic customers or businesses.
2. There are five Eligible Service types: Gas, Electricity, Home Phone, Mobile (includes Mobile Broadband), and Broadband; multiple services of the same type are ignored.
3. Subject to paragraph five below, Members who introduce new Members to the Utility Warehouse Discount Club under the Programme will receive a high street shopping voucher for each new Member they have referred, provided that:
  - (i) for residential new Members, the new Member takes a Gold bundle (being Gold Talk, Gold Energy or Double Gold); or
  - (ii) for Utility Warehouse Discount Club for Business new Members, the new Member successfully transfers at least two Eligible Service types to us;(both a "Successful Referral").

Members will receive a £20 shopping voucher for each Successful Referral. Introductory vouchers will be calculated and dispatched to Members periodically.

4. Subject to paragraph five below, Members will also receive extra shopping vouchers each December based on the number of Successful Referrals they have made where, as at the end of November each year, each new Member has been a Member for at least four months; and
  - (i) for Successful Referrals made after 20 March 2016, each new residential Member has a live Gold bundle and each new Utility Warehouse Discount Club for Business Member has at least two live Eligible Services; and
  - (iii) for Successful Referrals made between 8 November 2013 and 19 March 2016, each new Member has at least two live Eligible Services.

This annual shopping voucher entitlement will be calculated at a rate of £10 for each Successful Referral, and will be dispatched to Members in December each year so as to arrive before Christmas.

5. Members will not be eligible to receive vouchers (i) if there is an outstanding balance on their account on the date the vouchers are due to be dispatched; or (ii) in respect of each Successful Referral, if there is an outstanding balance on that Member's account on the date the vouchers are due to be dispatched; or (iii) in respect of each Successful Referral, if that referral was not processed via the Inbound Telephone Sales Team or through our Company website, with the name and/or account number of the Member providing the referral being provided during that process.

6. Members can choose the type of shopping vouchers they would prefer to receive in the Clubhouse at [www.utilitywarehouse.co.uk/clubhouse](http://www.utilitywarehouse.co.uk/clubhouse). The Company reserves the right to change the range of vouchers available at any time at its sole discretion. In the event a Member has not chosen a specific type of voucher on the date the vouchers are being dispatched, then the Company will send vouchers for Marks and Spencer.

7. In order to comply with the Data Protection Act 1998 Members should be aware that we are unable to discuss how the allocation of vouchers for any Member has been calculated.

8. The benefits set out in this Programme are only payable in respect of Successful Referrals made on or after 8 November 2013.

9. We reserve the right to change or amend these terms and conditions at any time, and such amendments will take effect from the date they are published on our website.