



NCBA Customer Service Week activation - Terms and Conditions

1. The NCBA Customer Service Week activation is open to all visitors to the NCBA Bank social media pages (Facebook- **NCBA Bank**, Twitter- **@NCBANKKenya**, Instagram - **ncbabankkenya**) for the period beginning **8th October 2024** to **13th October 2024**.
2. **Mechanics:** Participants are required to share how NCBA exceeded their expectations in an extraordinary way. Whether it was during a transaction, support, or assistance when NCBA was serving them, we'd like to hear their feedback to stand a chance of winning fantastic hampers!
3. **Submission Method:**

Digital Submission: Post your feedback under the comment section of the incentivized post. Use the hashtag #ExtraWithNCBA
4. Only one entry per person is permitted and all entrants must be aged 18 years and above.
5. The entry with the highest engagement will be prioritized during the selection process. This means the individual with the highly engaged entry will have their entry reviewed first, assuming it meets the other criteria listed.
6. The gift hamper, scheduled for Friday, October 25th, 2024, will be awarded to the comment that meets all the criteria listed above. Total winners- 5, 2 from Facebook, 2 from X and 1 from Instagram.
7. All prizes for all winners are non-exchangeable, non-transferable and no cash alternative is offered.
8. The decision of the Bank regarding any aspect of the NCBA Customer Service Week giveaway is final and binding.
9. Participants are deemed to have read, understood, accepted and agreed to be bound by these terms and conditions upon entry and the Bank reserves the right to amend these terms and conditions at any time without prior notice. Any such revised terms and conditions shall have effect immediately and may be found on the Banks website: www.ncbagroup.com. It is a condition of entry that these terms and conditions- as posted on the NCBA Bank website are final.
10. These Terms and Conditions shall prevail in the event of any inconsistency with any brochures, marketing or promotional materials relating to the Promotion.
11. The Bank reserves the right to refuse entry or refuse to award any of the prizes to anyone in breach of these terms and conditions.

12. The Bank reserves the right to declare void, cancel, suspend, or amend the promotion where it becomes necessary to do so.
13. The Bank accepts no responsibility for entries not successfully completed due to a technical fault or malfunction, computer hardware or software failure, satellite, network or server failure or other technological failure of any kind whatsoever.
14. The Bank is bound by the Data Protection Act and any personal data supplied in the course of the promotion shall be processed as per the Bank's privacy policy. For the avoidance of doubt, any person who participates in the promotion and supplies any personal data is deemed to have given consent for use of such data only for purposes relating to conducting the promotion. It is further agreed that such personal data supplied may be disclosed to third parties who have been contracted by the bank but only for purposes of undertaking the competition. The Bank's Privacy Policy can be accessed from the bank website.
15. Upon winning a prize, a customer representative will be in touch with the winner within 5-10 working days to arrange issuance of the prize.
16. Any winner who fails to claim their prize within the stipulated period will be deemed to have forfeited their right to claim it.
17. The Bank does not trade in supply of any awards given and therefore makes no warranty or representation as to the quality, value, merchantability or fitness for purpose of the Prize and assumes no liability or responsibility for the acts or omissions of any merchants providing the prizes or any non-performance or defects in the Prize.
18. Any dispute arising out of the competition or application of these terms shall be resolved by the organizers of the competition and such determination shall be final.