

TERMS AND CONDITIONS

Checkers or Shoprite Coupons Terms and Conditions (Powered by Randgo)

- Coupon Offering may change at any time
- Coupons are available via USSD by dialling *120*726346*85*
- Some coupons may only be available in specific regions, to view coupons available in your region please select the correct Province on the USSD Menu
- Coupons are available on specific products only
- One code is used to redeem all the coupons.
- The Code must be punched into the pin pad at the till, before making payment.
- Coupon code is valid for 24 Hours from when SMS is received
- Coupons may be redeemed at selected Checkers/Checkers Hyper as well as selected Shoprite Stores nationwide
- Checkers, Checkers Hyper and Shoprite's terms and conditions apply and are subject to change

Checkers or Shoprite Vouchers Terms and Conditions: (Powered by Randgo)

- This benefit support is only available via the call centre
- The call centre is only available 7am to 7pm Monday to Friday, Saturdays 8am to 12pm, closed Sundays and public holidays
- Members are only eligible for one voucher every 6 months
- The shopping voucher is redeemable at the point of sale
- The voucher cannot be exchanged for cash
- The voucher can only be used once and no change from the transaction will be issued
- No lost or stolen vouchers will be replaced or refunded
- We reserve the right to cancel a voucher should we suspect any fraudulent activity has occurred
- Checkers, Checkers Hyper and Shoprite's terms and conditions apply and are subject to change

Money Market Transfer Terms and Conditions (Powered by Randgo)

- Members are eligible for one free Money Market transfer a month
- The voucher is in the form of a mobi code voucher and only sent upon request via the call centre

- This benefit support is only available via the call centre
- The call centre is only available 7am to 7pm Monday to Friday, Saturdays 8am to 12pm, closed Sundays and public holidays
- The voucher cannot be exchanged for cash
- No lost or stolen vouchers will be replaced or refunded
- We reserve the right to cancel a voucher should we suspect any fraudulent activity has occurred
- Each voucher can only be used once and no change from the transaction will be issued
- Checkers, Checkers Hyper and Shoprite's terms and conditions apply and are subject to change

Movie Benefit Terms and Conditions (Powered by Randgo)

- This benefit is only available via the Thebe Lifestyle call centre
- The call centre is only available 7am to 7pm Monday to Friday, Saturdays 8am to 12pm. The call centre is closed Sundays and public holidays
- Loyalty cards may not be used in conjunction with mobitickets
- Tickets may be redeemed online at numetro.co.za, at a Nu Metro self-service kiosk or at the Nu Metro ticket counter
- The mobiticket codes are only valid for 2D movies
- The mobitickets are valid for 12 months from date of issue
- Only payment via electronic fund transfer or direct deposit will be accepted
- Members will need to send through the proof of payment to the call centre via fax or email
- Mobitickets will be sent to the member's phone within 24 hours of the proof of payment being sent through by the member and reflecting in Randgo's bank account (Monday to Friday). Any proof of payment received over public holidays or weekends will only be processed on the next working day and the mobi ticket will then be sent to the member within 24 hours of that day

Gym membership admin and rebate process:

Product Description:

Thebe Lifestyle members earn 50% back on their gym fees from Thebe with regular gym attendance. Existing and new members of Planet Fitness, Virgin Active and Zone Fitness can get 50% of their membership fees paid back as a rebate. This rebate applies to all active Thebe Lifestyle members if they register for their rebate and attend gym for **12 or more times per month** for **3 consecutive months**. One visit per day counts.

Process:

1. Registration for rebate.

Members must call **011 544 8000** and register to be eligible to claim their rebate. We will capture the member's name, surname and ID number, and provide them with the terms and conditions. The operating hours are Monday to Friday from 8am to 5pm.

New gym members must join the Planet Fitness, Virgin Active or Zone Fitness of their choice and pay the relevant joining fee.

NB: - Member cannot claim if they belong to another loyalty programme or discount benefit.

2. Rebate process.

At the end of the 3 month cycle, the member can claim their 50% rebate

- a) Member calls Thebe and select the gym option
- b) Member speaks to call center agent who validates them as eligible members of Thebe and explains the gym refund process
- c) Member faxes or e-mails copy of ID, proof of banking details and copy of gym attendance records (member can get this off the VA website themselves or at request from the respective gym) to Thebe. Also ask the member to send us the first page of their membership contract to validate the monthly gym fees. Agent logs the call and details of member system.
- d) Agent/system calculates 50% of 3 x monthly membership fees
- e) Agent processes refund and transfer is made to member bank account within 7 to 14 working days.
- f) Randgo to SMS/Email the member once the refund has been transferred to the members bank account
- g) EA/Randgo provides bordereaux of fees at end of month to Thebe for refund of total gym membership payments

Terms and Conditions:

1. Customers must be active paid up members of the Thebe Lifestyle programme to qualify.
2. Only the main member can qualify for the rebate.
3. The qualification period is 3 full consecutive months.

4. The attendance qualification number is 12 or more per month, only one visit per day.
5. Members cannot claim if they belong to another loyalty or discount programme.
6. Rebates will only be processed if all required documentation is provided and the qualification terms have been met.
7. For Platinum, Premier or Club-V memberships a maximum of R200.00 rebate per month will be paid.

Kudough Terms and Conditions

To view the Kudough Terms and conditions please visit:

<http://www.kudough.co.za/termsandconditions.aspx>

Legal Assist Terms and Conditions

- Territory

Legal Assist is available to validated TYB members, within South Africa, Namibia, Botswana, Swaziland and Lesotho

- Definitions

Member: Is defined as a validated member of client including member's spouse, children and parents who live with the member

- The service comprises:

A 24-hours telephonic legal advice line

The 24 hours advice line, in the first instance serves as a portal for members who have legal enquiries.

Advice may include recommending that the member attend an attorney who, or whose firm is a member of Europ Assistance SA's national panel of attorneys who render such services for a 30 (thirty) minute free consultation.

The 24 hours advice line is 365 days a year service and all calls are logged for future reference should a party have a valid reason that a call be retrieved.

A document service; and

The document service includes providing Members with papers or documents for routine legal needs which contain guidance charts that explain documents' applications. Advisors are able to forward the documents to Members without delay.

Examples of documents that are available are:

- A Small Claims Court kit (including guidelines as to whether a matter falls within the jurisdiction of the Small Claims Court),
- A Domestic Workers Agreement,
- A Maintenance Kit.

A direct legal consultation service

The free 30minute consultation service is available to Members provided it takes place at a firm that is within the magisterial district within which the Member resides. Upon a Member consenting to attend such meeting, the relevant advisor will arrange the meeting and revert back to the Member to confirm.

If requested to, the panel attorney may draft a letter of demand or make one telephone call on a Member's behalf, both of which will be free of charge.

If, after the consultation the Member wishes to mandate the attorney, it will be the Member's prerogative to do so.

A Member will be responsible not to exceed the 30 minute time limit as any attorney's costs that may accrue for the extended period will be for the Member's own account.

Teacher-on-line Terms and Conditions

- Teacher-On-Line is accessible from **Monday to Thursday 6pm to 9pm during school terms.**
- Teacher-On-Line takes care of the questions of pupils nationwide, no matter which syllabus applies.
- Primary and secondary school children have access to the guidance of professional and experienced teachers to assist with questions on subjects including Mathematics, General Science/Natural Sciences/Human & Social Science, Biology, Computer Science, Accounting and Languages.
- Calls are not limited per household or per annum.

- The service is rendered telephonically and does not include correspondence via mail, fax or internet.

Travel Terms and Conditions (Powered by Randgo)

- The Randgo Travel call centre is only accessible Monday to Friday, 08h00 to 16h30. The call centre is closed on Saturdays, Sundays and public holidays
- A nominal booking fee will apply on all confirmed bookings
- Service provider products, services and payment terms and conditions apply
- The Randgo service is only available to members
- Randgo call centre will verify membership at point of interaction
- Members may use the benefit as often as they wish
- All quotes are valid for 24 hours only
- Peak surcharges may apply
- Randgo Travel reserves the right to refuse services to any Member who, in Randgo Travel's opinion, is or has been threatening or violent towards any of Randgo Travel's staff members or who attempts to receive services by deception.
- Randgo Travel reserves the right to amend the Terms and Conditions and benefits available to Members from time to time

Dial-a-Discount Terms and Conditions (Powered by Randgo)

- This service is an access and information service only, all transactions will be between the member and the benefit partner
- The call centre is only accessible Monday to Friday, 07h00 to 19h00 and Saturday 08h00 to 12h00. The call centre is closed on Sundays and public holidays
- The call centre does not facilitate payments
- Service provider products and services terms and conditions apply
- Call centre does not facilitate delivery services that are not included by third party service providers
- The service is only available to members
- The call centre will verify membership at point of interaction
- Vouchers will be SMS'ed or emailed
- Members may use the benefit as often as they wish within the limits of the offer's terms and conditions

- Where a benefit partner is no longer available Randgo will endeavour to find a suitable replacement if possible
- Terms and conditions are subject to change without prior notice

Online Discount Mall (Powered by Randgo)

- All transactions will be between the member and the benefit partner
- Access is available 24 hours / 7 days a week
- The Mall does not facilitate payments
- Service provider products and services terms and conditions apply
- The service is only available to members
- Members may use the benefit as often as they wish within the limits of the offer's terms and conditions
- Terms and conditions are subject to change without prior notice
- Where a benefit partner is no longer available Randgo will endeavour to find a suitable replacement if possible