

TERMS AND CONDITIONS FOR THE SAFARICOM BONGA LOYALTY PROGRAMME AND NON-MERCHANDISE BONGA REDEMPTION (SMS, MINUTES & MOBILE DATA) SERVICE

The following terms and conditions apply to the Safaricom Bonga loyalty service and Non-merchandise Bonga redemption (SMS, Minutes & Mobile data) Service (“the **Service**”) and by utilizing the Service you will be deemed to have read, understood and accepted the same.

1. The Service

- (a) Bonga Points is a loyalty scheme open to all Safaricom PrePay and PostPay subscribers. Once you enrol via *126#, you start earning points immediately for various transactions on your mobile line.
- (b) The below are the applicable terms regarding Bonga loyalty and the non-merchandise offers (Airtime, SMS and Minutes) that customers will enjoy upon redemption.

2. Eligibility

- (a) This Service is available to all Safaricom PrePay and PostPay subscribers who are enrolled to Bonga Points.
- (b) Prepay subscribers will be able to redeem either SMS, Airtime, Data bundles or minutes.
- (c) PostPay subscribers will have the option of redeeming Data bundles, SMS or Minutes.
- (d) Subscribers will now get more value when they redeem their Bonga points for data bundles, SMS or minutes.

3. Application of these terms

This Service will be implemented on 28th October 2022 (“Service Implementation Date”).

4. How do I earn Bonga points

- (a) You earn one (1) Bonga Point for every Kshs.10 spent on Safaricom network on voice, mobile data and SMS.
- (b) You earn one (1) Bonga Point for every Kshs.100 spent on Safaricom network on M-PESA transactions.

(c) Bonga Points can be redeemed for rewards ranging from (1) Talk-time (Minutes), (2) Data bundles, (3) MMS, (4) SMS bundles, (5) merchandise redeemable at select retail outlets, at (6) Lipa na MPESA Buy Goods fill number and (7) select Pay bill numbers countrywide.

5. How to redeem

You can redeem your Bonga resources via USSD or MySafaricomApp as follows:

- (a) On USSD, you will be required to:
 - i. Dial ***126#**.
 - ii. Select “Redeem Bonga Points”.
 - iii. Select your redemption preference i.e. what you wish to redeem your Bonga Points for.
- (b) On MySafaricomApp, you will be required to:
 - i. Select Bonga on the App
 - ii. Redeem resources according to preference.

6. Expiry of Bonga Points

- (a) **Effective 1st January 2023**, all Bonga Points older than **three (3) years** will expire and will be unavailable for redemption.
- (b) Your Bonga points will also expire immediately in the event that your line has been deleted as a result inactivity and in accordance with the Terms and Conditions for the use of the Safaricom services.

7. Priority of Use

Usage priority for redeemed minutes and airtime resources will be as follows;

- i. Bonga Minutes
- ii. Bonga Airtime
- iii. Charge from main account (airtime)

8. Applicable Matrix for Bonga points redeemed for SMS, data bundles or Minutes.

(a) Bonga Minutes Matrix

MINUTES REDEMPTION		
Bonga Points	Minutes Count	Validity
50	4	7 days

100	7	7 days
200	15	7 days
300	20	7 days
400	30	7 days
500	35	7 days
800	55	7 days
1000	70	7 days
1500	105	7 days
2000	140	7 days
3000	210	7 days
4,000	280	7 days

(b) Bonga Airtime Matrix

AIRTIME REDEMPTION		
Bonga Points	Airtime redemption (Ksh)	Validity
10	3	7 days
25	8	7 days
50	15	7 days
100	30	7 days
200	60	7 days
300	90	7 days
400	120	7 days
500	150	7 days
700	210	7 days
1000	300	7 days
1500	450	7 days
2000	600	7 days

(c) Bonga SMS Matrix

SMS REDEMPTION		
Bonga Points	SMS Count	Validity
15	20	24 hours
30	200	24 hours
60	1,000	24 hours

60	100	7 days
90	1,000	7 days
150	7,000	7 days
300	1,500	30 days
600	3,500	30 days

In addition to the above pre-defined bundles, subscribers can also redeem any other Safaricom bundle at the conversion rate of 1 point = Kshs. 0.33.

9. Privacy

i. Definition

“Personal Information” means personal identifiable information as prescribed in the Data Protection Act which includes but is not limited to name, address, phone number, identification number, location data.

ii. Collection of information

We are required by law to collect certain personal information and are legally obligated to deny you the service if such information is not availed.

Apart from the legal obligation mentioned above, we also need to collect your Personal Information for quality service delivery. Please note that although this is voluntary, without such information we may not be able to provide quality service.

iii. Privacy

We are committed to respecting and protecting the privacy of the information we collect from you. Our privacy statement, as updated from time to time, explains how we treat your personal information, who we share your information with and measures taken protect your privacy when you use our Service. This can be found on [Safaricom Data Privacy Statement](#). If unable to access the link or our website, please reach us on any of our customer care channels to receive a copy.

iv. Minors

When registering a minor as a Safaricom subscriber, a person with parental authority shall open and maintain an account in their name for and on behalf of the minor. For purposes of these Terms and Conditions, a person with parental authority shall include the birth parents of a minor, legal guardian or other person who can demonstrate legitimate authority over the minor's affairs.

10. Other Terms and Conditions

- (a) Safaricom will not be obligated to offer an extension or reinstatement of expired or forfeited points nor offer any cash refunds or other exchanges or compensation whatsoever for expired or forfeited Bonga Points.
- (b) Save as stated in the Safaricom Loyalty Programme Terms and Conditions, once Bonga points are redeemed, they cannot be reversed.
- (c) For other rewards available to you in our Bonga Programme, please check our website www.safaricom.co.ke.

11. Extension of Terms

- (a) These Terms and Conditions are supplemental to the published terms and conditions governing the Safaricom Loyalty Programme (Bonga Points), PrePay and PostPay service, Safaricom SMS, Safaricom Minutes, Safaricom MMS and Airtime and any other product/service that you are enjoying.
- (b) Safaricom reserves the rights to withdraw this Product, change or vary these terms and conditions at any time. Such changes will be communicated in the press, on the Safaricom website www.safaricom.co.ke and through any other available means as Safaricom may choose.