

POSTBANK EMPOWER YOUR WALLET FINANCIAL LITERACY CHALLENGE



TERMS AND CONDITIONS

Effective Date: September 5, 2025

Organizer: SA Postbank SOC Ltd, hereafter referred to as "Postbank"

Contact: Competitions@Postbank.co.za

1. Introduction

The *Empower Your Wallet Financial Literacy Challenge* ("Competition") is organized by Postbank to promote financial literacy through user-generated content on Instagram and YouTube. By participating, entrants agree to these Terms and Conditions ("Terms"). These Terms ensure compliance with South Africa's Protection of Personal Information Act, 2013 (PoPIA) and other applicable laws.

This Competition is conducted in accordance with the Consumer Protection Act, 2008 (CPA) and the Lotteries Act, 1997, where applicable. The Competition is skill-based and not a lottery, as winners are selected based on objective judging criteria.

2. Eligibility

- Entrants must be at least 18 years old.
- Entrants must be residents of South Africa.
- Employees, contractors, or family members of Postbank, its affiliates, or agencies involved in the Competition are ineligible.
- Entrants must further declare that they are not immediate family members of persons involved in organizing or judging the Competition. Any conflict of interest discovered may result in disqualification.
- No purchase is necessary to enter or win.
- By entering, participants confirm that they meet all eligibility requirements and acknowledge that Postbank may require proof of age, residency, and eligibility prior to awarding any prize.

3. Competition Period

- The Competition runs from 00:01 SAST on September 5, 2025, to 23:59 SAST on September 30, 2025.
- Weekly entry periods:
 - Week 1: September 5 – 7, 2025
 - Week 2: September 8 – 14, 2025
 - Week 3: September 15 – 21, 2025
 - Week 4: September 22 – 30, 2025
- Entries submitted after each weekly deadline (23:59 SAST each Sunday) will not be considered for that week's prizes.

- Postbank reserves the right to amend the Competition schedule in the event of unforeseen circumstances, provided that any changes will be communicated promptly via Postbank's official social media platforms.

4. How to Enter

- Create original content videos, answering one or more of Postbank's weekly financial literacy questions, as announced on Postbank's official social media channels, the Postbank platform-specific handles: @Postbank_ZA (X/Twitter), Postbank SA (Facebook), @postbanksoc_za (Instagram), Postbank SOC Ltd (LinkedIn), @PostbankSOCLimited (YouTube) and @Postbank_za (TikTok).
- Post content publicly on Instagram and YouTube, including hashtags #PostbankEmpowerYourWallet and #PostbankFinLit and tagging the platform you posting video on either: @postbanksoc_za (Instagram) or @PostbankSOCLimited (YouTube).
- Submit the link to your content via the official entry platform (Facebook) at: "SA Postbank" page by the Sunday weekly deadline.
- Multiple entries per week are allowed, but each entry must be unique and answer a different question or present the answer differently.
- Content must be original, not infringe on third-party rights, and comply with platform community guidelines.
- By entering, participants warrant that their content is their own original work and does not violate any copyright, trademark, privacy, or other rights of third parties. Any breach of this requirement may result in immediate disqualification.

5. Content Guidelines

- Content must be educational, accurate, and relevant to the weekly financial literacy questions.
- Content must not contain offensive, defamatory, or illegal material, including but not limited to hate speech, explicit content, or misinformation.
- Postbank reserves the right to disqualify entries that violate these guidelines, infringe third-party rights, or are otherwise deemed inappropriate, misleading, or damaging to Postbank's reputation.
- Entrants are required to ensure their content is factually accurate. Postbank does not endorse, verify, or accept responsibility for financial information shared by entrants. Participants must not present their content as official Postbank financial advice.

6. Prizes

- **Weekly Prizes:** One winner per week per platform (one for short-form video on Instagram and YouTube) will receive a R1,500 cash voucher.
- **Grand Prize:** One overall winner, selected from weekly winners, will receive R15,000 cash voucher or if Grand Prize winner has a Bakgotsi/ Smart Save savings account credit of: R30,000).
- Prizes are non-transferable, non-exchangeable, and cannot be redeemed for cash unless specified.

- Postbank reserves the right to substitute a prize of equal or greater value in the event of unavailability due to circumstances beyond its control.
- Winners are responsible for any taxes or fees associated with prizes.
- Postbank will comply with applicable tax reporting obligations, including the issuance of IT3(a) or IT3(b) certificates where relevant. Winners remain liable for any tax payable.
- Winners may be required to undergo FICA verification prior to prize release, in line with the Financial Intelligence Centre Act, 2001.

7. Judging and Winner Selection

- Judging will be conducted by a panel comprising both internal Postbank representatives and, where applicable, independent advisors to ensure fairness and transparency.
- Entries are judged by a panel of Postbank representatives based on:
 - Accuracy (40%): Correctness of financial literacy information.
 - Creativity and Educational Value (30%): Engagement and clarity in educating others.
 - Engagement (20%): Likes, shares, comments, and views on the platform.
 - Originality (10%): Unique presentation of content.
- Weekly winners will be announced every Monday (September 8, 15, 22, and October 6, 2025) via Postbank's social media channels at 17h00.
- The grand prize winner will be announced on October 6, 2025.
- Winners will be notified via direct message (DM) on the platform of entry and/or email within 48 hours of announcement. If a winner does not respond within 5 working days, an alternate winner may be selected.
- Winners will be required to undergo identity verification in line with the Financial Intelligence Centre Act, 2001 (FICA). Prizes may only be awarded once verification requirements are satisfied.
- Postbank's decision regarding the judging process, winners, and prize allocation is final and binding, and no correspondence or appeals will be entered into, except as required by the **Consumer Protection Act, 2008 (CPA)**.

8. PoPIA Compliance and Data Protection

- **Personal Information Collection:** Postbank will collect personal information (e.g., name, contact details, social media handles) via the entry form for the purposes of administering the Competition, contacting winners, and, if consented, marketing purposes.
- **Purpose and Consent:** By entering, participants consent to Postbank processing their personal information for Competition-related activities, including winner announcements and prize distribution. Separate consent will be requested for marketing communications.
- **Data Security:** Postbank will store personal information securely in compliance with PoPIA, using encrypted systems and limiting access to authorized personnel only.
- **Data Retention:** Personal information will be retained only for the duration necessary to administer the Competition and fulfill prizes (up to 6 months post-Competition unless consent for further use is given). All personal information will be securely destroyed or permanently deleted after the retention period, using industry-accepted secure disposal methods.

- **Third-Party Sharing:** Personal information will not be shared with third parties except as required for prize fulfillment (e.g., courier services, financial institutions for prize disbursement) or with explicit consent.
- **Rights of Participants:** Entrants may request access, correction, or deletion of their personal information by contacting email address: Competitions@Postbank.co.za, subject to statutory limitations.
- **Public Content:** Participants acknowledge that content posted on public social media platforms is subject to those platforms' privacy policies, over which Postbank has no control. Entrants acknowledge that Instagram, YouTube, and other social media platforms may process personal data outside South Africa, and Postbank accepts no liability for such processing.

9. Intellectual Property

- By entering, participants grant Postbank a non-exclusive, royalty-free, worldwide license to use, reproduce, and share their submitted content for promotional purposes related to the Competition, including on Postbank's social media, website, or marketing materials, with credit to the entrant where feasible.
- Participants warrant that their content is original and does not infringe on third-party rights (e.g., copyright, trademark).
- Entrants agree to indemnify and hold Postbank harmless against any claims from third parties relating to infringement of intellectual property rights in their submitted content
- Entrants waive any moral rights to be identified as the author of their content, to the extent permitted by law.
- By participating, entrants consent to the use of their names, social media handles, and likenesses (e.g., profile photos or submitted video stills) by Postbank for publicity purposes related to the Competition, without additional compensation.

10. Liability

- Postbank is not responsible for:
 - Lost, late, or misdirected entries due to technical issues or platform failures.
 - Any reliance on, or outcomes arising from, financial advice or information contained in content created by participants.
- Any loss, damage, injury, or disappointment suffered by any participant arising from participation in the Competition or the acceptance, use, or misuse of any prize. The Competition may be modified, suspended, or terminated due to unforeseen circumstances (e.g., technical failures, legal issues) without liability to Postbank.
- The Competition may be modified, suspended, or terminated at any time due to unforeseen circumstances (including but not limited to technical failures, force majeure events, or legal/regulatory issues) without liability to Postbank, provided that such changes will be communicated through Postbank's official channels.
- Entrants acknowledge that participation is at their own risk and agree that, except as expressly provided by law, Postbank and its affiliates are not liable for any indirect, incidental, or consequential damages.

- Nothing in these Terms excludes or limits Postbank's liability for gross negligence, willful misconduct, or any liability that cannot be excluded under the Consumer Protection Act, 2008 or other applicable South African law.

11. General Terms

- Postbank's decisions on all matters related to the Competition, including eligibility, judging, and prize allocation, are final and binding, subject only to rights of appeal or review under the **Consumer Protection Act, 2008 (CPA)**. The Competition is subject to South African laws, including PoPIA, and any disputes will be resolved in South African courts.
- The Competition is governed by, and subject to, the laws of South Africa, including the Protection of Personal Information Act, 2013 (PoPIA) and the CPA. Any disputes will be resolved exclusively in South African courts.
- Entrants must comply with the terms of Instagram and YouTube services. Entrants must comply with the terms of service, community guidelines, and privacy policies of Instagram and YouTube (or any other designated entry platforms). Entries that breach platform rules may be disqualified.
- Postbank reserves the right to disqualify participants for fraudulent behaviour, including but not limited to bot-generated engagement, falsified accounts, misrepresentation, or plagiarised content.
- If any provision of these Terms is found to be unlawful or unenforceable, the remaining provisions will remain in full force and effect.

12. Contact

For inquiries, contact Competitions@Postbank.co.za.

13. Acknowledgement

By participating in the Competition, entrants confirm that they have read, understood, and agree to be bound by these Terms and Conditions. Entrants further acknowledge that:

- they have complied, and will continue to comply, with all eligibility and entry requirements.
- any breach of these Terms may result in disqualification or forfeiture of prizes; and
- their participation is subject to applicable South African laws, including the **Consumer Protection Act, 2008** and the **Protection of Personal Information Act, 2013 (PoPIA)**.