

## TERMS AND CONDITIONS FOR THE SAFARICOM BONGA POPOTE SERVICE

The following terms and conditions apply to the Safaricom *Bonga Popote* Service and by enrolling for this Service you will be deemed to have read, understood and accepted the same: -

### 1. The Service

This Service is open to all Safaricom subscribers who wish to redeem their Bonga Points for goods and services at all vendor outlets with a Lipa na MPESA Buy goods or Pay bill number.

### 2. Eligibility

This Service is available to Safaricom subscribers who are enrolled onto the Safaricom Loyalty Programme ("**Bonga**").

### 3. Service Period

This Service commenced on **6<sup>th</sup> October 2016**.

### 4. How to Use the Service

- (a) From your Safaricom line, dial \*126#, select "**Lipa na Bonga**". Enter the vendor's M-PESA Till Number then enter the amount (price) in Kshs. Enter your Service PIN then confirm the transaction.
- (b) You will get a confirmation message with the transaction ID. The vendor will also get a confirmation message with the same transaction ID.
- (c) To check how many points you will require to pay your bill, dial \*126# select '**Lipa Na Bonga**', then select '**Bonga Calculator**'. You will be requested to put in the amount you want to pay or the number of points you wish to redeem. You will get a response showing the number of points you will need to pay your bill.
- (d) To check where to redeem your Bonga points simply ensure that the vendor has a Lipa na MPESA Buy goods number or Pay bill number.
- (e) To check your Bonga Points, dial \*126# and select "**Check Bonga Balance**". You will receive an SMS notification with details of your Bonga account balance.
- (f) You will not be charged any extra fees for using this service. The Bonga Points value of the bill you are paying will be deducted from your Bonga balance when you finalise the redemption as detailed above.

- (g) If you enter a lower amount compared to your actual bill, you may redeem more points to cater for the difference.
- (h) If you have entered a larger amount compared to your actual bill and the transaction has been completed, you may request for a reversal by contacting customer care by dialling 234 from your Safaricom line or contact the online support team on Facebook ([www.facebook.co,/SafaricomLTD](http://www.facebook.co,/SafaricomLTD)) and Twitter (@SafaricomLtd / @Safaricom\_Care).
- (i) Save as otherwise provided by these Terms and Conditions, once Bonga Points are redeemed for purposes of this service, they cannot be reversed.
- (j) Redemption of Bonga Points will be at the rate of 1 bonga point to KES 20 cents or as may be advised by Safaricom from time to time through media advertisements or the Safaricom website.

## **5. 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.

## **6. Extension of Terms**

- (a) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom PrePay Service Terms and Conditions, Safaricom PrePay and PostPay Data Bundles, Safaricom PrePay and PostPay Terms, Bonga Terms and other Services that you may be using.
- (b) Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Tariff at any time. In any of these events, notice will be given via media advertisements (including at Safaricom's discretion on the Safaricom website [www.safaricom.co.ke](http://www.safaricom.co.ke)) and will be effective immediately or as at the date referred in such notifications.
- (c) These Terms and Conditions are available on [www.safaricom.co.ke](http://www.safaricom.co.ke).