

CUSTOMER SERVICE WEEK – #MyExtraMILE TERMS & CONDITIONS

1. **Eligibility**
The activation is open to residents of Kenya aged 18 years and above with a valid Kenyan ID and mobile number.
2. **How to Participate**
Participants must respond to the official I&M Bank social media posts published during the activation period by following the instructions provided in each post. Participants may submit **one response per daily post**.
3. **Prizes**
A total of **15 winners** will be selected, with each winner receiving a **KES 2,000 voucher**. The total prize value is **KES 30,000**.
4. **Winner Selection**
Winners will be selected based on the **thoughtfulness, originality and relevance** of their responses. Selection will not be based on the number of likes, comments or shares received. The Bank's decision on winner selection shall be final.
5. **Winner Announcement & Prize Collection**
All winners of the activation will be **announced at the end of the week** on I&M Bank's official social media platforms. Winners will be required to provide their name, valid contact details and their preferred I&M Bank branch for voucher collection. Vouchers will be collected from the selected branch upon successful verification.
6. **Verification**
Winners may be required to provide information reasonably necessary to verify their identity and eligibility. The Bank reserves the right to select an alternative winner where a selected winner cannot be verified, does not respond within the specified period or is found to have breached these Terms & Conditions.
7. **Disqualification**
Employees and directors of I&M Bank, its agencies, immediate family members and persons directly involved in administering the activation are not eligible to participate. Entries that are fraudulent, duplicated, misleading, offensive, unlawful or submitted through multiple/fake accounts may be disqualified.
8. **Content**
By participating, entrants confirm that their submissions are original and do not infringe the rights of any third party. I&M Bank reserves the right to moderate or remove content that is inappropriate or unlawful.
9. **Data & Security**
Any personal information collected from winners will be used only for verification, communication and prize fulfilment in accordance with applicable data protection requirements. I&M Bank will **never ask participants to disclose their PIN, password, OTP or CVV**.
10. **General**
I&M Bank reserves the right to amend, suspend or withdraw the activation where circumstances beyond its reasonable control require it. This activation is not sponsored, endorsed or administered by Facebook, Instagram, X, TikTok, LinkedIn or any other social media platform.

Participation in the activation constitutes acceptance of these Terms & Conditions.a

