Your story matters

Terms and conditions

1. All people entering this competition ("entrants") agree that the competition rules set out in these terms and conditions are binding on them. A copy of these competition rules will be made available before the competition starts, without charge, and may be requested from Absa or downloaded at www.absa.africa/financial-wellness
2. The organiser and promoter of this competition is Absa Bank Limited, Registration Number 1986/004794/06 ("Absa"), with its registered address at Absa Towers West, 7th Floor, 15 Troye Street, Johannesburg, 2001.
3. Absa's directors, members, partners, employees, agents, consultants and suppliers of goods or services connected with this competition may not participate. This exclusion also applies to any director, member, partner, employee, agent or consultant of any person who directly or indirectly controls Absa or is controlled by Absa, and to any person involved in promoting, administering or conducting the competition or selecting winners. The respective spouses, life partners, business partners and immediate family members of those persons are also excluded, as are all persons prohibited from receiving a prize under section 36(3)(b) of the Consumer Protection Act 68 of 2008 (CPA).
4. Entrants will be responsible for ensuring that they take the time to read, understand and familiarise themselves with these terms and conditions before entering.

Personal information

5. Absa will process only personal information reasonably necessary to administer the competition, conduct the draw, verify eligibility and identity, award prizes, resolve queries and comply with legal and record-keeping obligations, in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA). This may include names, ages or confirmation of ages, contact details and social media handles, and, where necessary for verification or payment, identity or residence documents and payment details. Entrants must not post identity, banking or other confidential information in public comments.
6. Personal information provided to Absa or its appointed agents may be shared with authorised service providers, agents, professional advisers and verification partners for the purposes in clause 5, and with regulators or other recipients where lawfully required. Operators and authorised subcontractors must be subject to appropriate written confidentiality, security and processing obligations. Any cross-border transfer must comply with POPIA. Subject to applicable law, entrants may request access to or

correction of their information, object to processing where permitted, and complain to Absa or the Information Regulator.

7. Personal information will be retained only for as long as necessary for these purposes or required by law, including the prescribed competition records retained for at least 3 (three) years under clause 34.1. Longer retention must have a lawful basis. Absa will apply appropriate access restrictions and security safeguards and will securely destroy or deidentify information when lawful retention ends.
8. An entrant who was awarded a prize in an Absa competition, contest or promotion during the 6 (six) calendar months immediately preceding the opening date of this competition, is not eligible for this competition. Absa and/or its appointed digital marketing agency will verify this restriction against reliable records before confirming a winner and will allow an entrant a reasonable opportunity to clarify any disputed record. This clause does not determine eligibility for unrelated future competitions.
9. Entrants are not permitted to use artificial intelligence, bots, fraudulent or impersonated accounts, automated bulk submissions, collusion or other methods intended to manipulate the competition or evade published entry limits. Frequent participation in other competitions is not, by itself, a ground for disqualification. Any disqualification must be based on reasonable, documented grounds.
10. Entries must not be unlawful, discriminatory, defamatory, fraudulent or materially misleading, infringe third-party rights, contain malware or harmful code, or include threats or abusive content. Absa may remove, hide or disregard an offending entry and may disqualify an entrant on reasonable, documented grounds proportionate to the breach. Legitimate complaints, lawful criticism, protected disclosures and the exercise of statutory rights are not grounds for disqualification.
11. **To qualify as an entrant, an entrant must:**
    - 11.1. Be a South African citizen or permanent resident and hold a valid South African identity document or permanent residence permit, as applicable;
    - 11.2. Provide their correct and full personal contact details, as required;
    - 11.3. Be 18 years old or older;
    - 11.4. Comply with the lawful conduct and competition-integrity requirements in clauses 9 and 10; lawful criticism, complaints and protected disclosures do not affect eligibility; and
    - 11.5. Not be prohibited by applicable law or the eligibility restrictions expressly disclosed in these terms and conditions from entering or receiving a prize. Undisclosed internal policies will not introduce additional entrant restrictions.

Competition rules

12. The competition runs from 5 to 15 November 2026, both dates included ("the competition period"). All times are South African standard times. Entries outside the approved opening and closing times will not qualify. No purchase, entry fee, payment to release a prize or account opening is required. Absa will not impose premium-rated entry charges. Electronic entry and subsequent communications relating to that entry must comply with the aggregate limit of R1.50 in regulation 11(1)–(2) of the CPA.
13. The social media component runs during the competition period and on the opening and closing dates specified in clause 12.
    13.1. The competition runs on Absa's official accounts: Instagram @Absa.SouthAfrica and Facebook @AbsaSouthAfrica. It is not sponsored, endorsed or administered by, or associated with, Meta, Facebook or Instagram. Information supplied for competition administration is supplied to Absa, not to the platforms as promoter. To the extent lawfully permitted, entrants release Facebook and Instagram from claims arising solely from Absa's administration of this competition. This does not exclude non-excludable liability or statutory rights.
    13.2. To participate in the competition, entrants must submit a comment on the designated competition posts during the competition period, in response to the prompt set out in clause 14 ~~17~~. Entries must comply with these terms and conditions and with the applicable social media platform rules.
    13.3. Entrants warrant that their submitted content is their own or that they have the rights necessary to submit it, and that it does not infringe third-party rights. Entrants retain ownership and grant Absa a non-exclusive, royalty-free licence limited to administering, reviewing, moderating and verifying entries and maintaining legally required records. Reuse in advertising, testimonials or other promotional material, including identifiable winner publicity, requires separate optional written consent and declining such consent does not affect entry or prize entitlement.

Entry method

14. To enter on Instagram @Absa.SouthAfrica and Facebook @AbsaSouthAfrica, entrants must submit a comment on a designated competition post during the competition period, respond to the prompt and comply with clauses 14.1.–14.3.

14.1. Submit the required comment and hashtags in clause 14.2. on a designated competition post in the competition period, tag 2 (two) friends and ensure that the entry is visible as required in clause 14.4. Tagging friends or sharing the post is an entry requirement.

14.2. Complete the wording “Absa helps me manage and protect my finances better by ...” in the comment, include #YourStoryMatters and #ForBetterOrForWhatever and tag 2 (two) friends in their comments.

14.3. Entrants are not required to share the competition post on their personal timelines, purchase a product or disclose confidential information.

14.4. Entries must be publicly visible to be eligible.

15. Entrants who satisfy the eligibility requirements and clauses 14.1–14.4 will qualify for the applicable draw for the prizes in clause 17, subject to the published entry limits and verification requirements.
16. Absa may disqualify an entrant on reasonable, documented grounds for tampering, fraud, evasion of published entry limits, material breach of these rules or applicable platform rules, or failure to meet objectively applied eligibility and verification requirements. Where reasonably practicable, the entrant will have an opportunity to clarify a suspected irregularity.

Prizes

17. Prize: Social media: Two (2) winners will each receive the following prize:
    17.1. Two (2) winners will each receive a cash prize of R5 000, payable by electronic funds transfer (EFT), CashSend or another approved lawful payment method. The total prize pool is R10 000. No purchase, fee or opening of an Absa account is required to receive a prize.
18. The initial draw will take place within 3 (three) business days after the competition closes, as stated in clause 19. Provisionally selected entrants will be contacted as stated in clause 29. Absa aims to complete initial winner verification within 30 days after closing, subject to any replacement-draw process. Absa will be entitled to identify and announce winners, and should such winners prefer to not be identified, such winners must advise Absa thereof in writing to such announcement.
19. Payment will be made to the verified winners within 30 (thirty) business days of receiving and verifying the payment information using securely verified payment and contact details, not to a third party on the winners’ behalf. Verification must be reasonable and limited to published eligibility, identity, payment and applicable legal requirements.

20. Where incorrect or outdated details supplied by winners prevent payment, Absa will make reasonable efforts to obtain corrected details through the available secure channels. Any limitation concerning resulting delay or loss is subject to clauses 15 and 26. Absa remains responsible for its own legally non-excludable acts and omissions.
21. Absa is not responsible for winners' independent decisions about spending the cash prize or for loss caused solely by incorrect payment information supplied by the winners despite a reasonable opportunity to correct it. This does not relieve Absa of its obligation to pay the prize lawfully or exclude liability for its own gross negligence, fraud, wilful misconduct or any liability that cannot lawfully be excluded.
22. Incomplete or illegible entries, automated or AI-generated bulk entries, entries submitted on another person's behalf and entries that fail the published eligibility or entry requirements, will not qualify. Disqualification must be proportionate and based on reasonable, documented grounds.
23. The winners will be selected from valid entries received during the competition period under clause 14 and as per the requirements of these terms and conditions. ~~using the entry-allocation and draw-pool rules published before the competition opens. All eligible entries will receive the draw opportunity specified in those published rules.~~
24. Absa's appointed digital agency will randomly select provisional winners through a virtual lucky draw conducted via Microsoft Teams. An independent accountant, registered auditor, risk or compliance officer, attorney or advocate must oversee and certify the conducting of the competition and winner selection. Absa must report this through its internal audit reporting or other appropriate validation or verification procedures. These procedures do not replace independent oversight and certification. The same safeguards apply to replacement draws. Absa retains its obligations as promoter notwithstanding the agency's appointment.
25. The lucky draw for the 2 (two) winners will take place within 3 (three) business days following the closing date of the competition.
26. Only qualifying entrants with valid entries, as defined in clause 14, will be included in the prize draw.

Winner notification

27. Each provisionally selected winner will be contacted by direct message from an official Absa account following the draw. Selection is subject to the published eligibility and verification requirements. Absa will provide a secure verification channel.

28. **Absa will never request a PIN, password, CVV, OTP or payment to release a prize. Do not disclose confidential information in public comments.** Queries about the competition or a suspected fraudulent notification may be sent by direct message to the official Absa accounts stated in clause 14.
29. Absa will make at least 3 (three) documented attempts to contact each provisional winner within 5 (five) consecutive business days starting with the first notification attempt. The message will state the response deadline and explain verification. If no response is received by that deadline, despite those attempts, Absa may select an alternate under clause 23.
30. If a provisional winner declines the prize, does not respond after the contact process in clause 29, is ineligible or fails reasonable published verification requirements after the stated period and any reasonable extension, Absa will record the reason and randomly draw an alternate from the remaining qualifying entrants. The same independent oversight, notification and verification safeguards apply. Absa will repeat this process as reasonably necessary to award the advertised prizes. A prize will not be withdrawn merely at Absa's discretion. Any inability ultimately to award it must have an objectively justifiable lawful basis, be documented with independent oversight and be notified appropriately. Nothing in this process removes a prize right that has vested under the CPA.
31. Winner publicity, photographs, interviews, attendance at announcements and other marketing participation are integral to the promotion of the competition. All entrants and selected winners consent to Absa publishing a winner's name, image, testimonial or identifiable entry for marketing purposes. A winner may decline to have their identity made public on the provision of prior written notice informing Absa of such consent withdrawal. A winner may withdraw consent without losing the prize or suffering any other competition disadvantage.
32. Absa may use the agreed name, photograph, testimonial or entry without a publicity fee only for the purposes, media and audience specified in that consent, for no longer than 12 (twelve) months from the draw unless separately lawfully agreed. Absa will explain any proposed editing and the method of withdrawing consent. Withdrawal will not affect prior lawful processing, and any further use will be addressed in accordance with POPIA. Statutorily required records may still be retained securely.
33. To the extent permitted by law, Absa, its directors, employees, agents, service providers and affiliates are not liable for loss caused solely by interruptions or technical failures of third-party networks or social media platforms beyond their reasonable control, provided that reasonable preventative and remedial steps were taken. They are not liable for indirect or consequential losses only to the extent that such

exclusion is lawful and fair. Nothing in these terms excludes or limits liability for gross negligence, fraud, wilful misconduct or any obligation, liability, consumer right or remedy that cannot lawfully be excluded or limited under the CPA or other applicable law. Absa remains responsible for performing its lawful obligations as promoter.

34. To the extent lawful and fair, an entrant indemnifies Absa and its directors, employees, agents, service providers and affiliates only against reasonable, proven direct loss and third-party claims caused by that entrant's fraud, unlawful or infringing content, or culpable material breach of these published terms. The indemnity does not cover loss attributable to an indemnified person's own fault, gross negligence, fraud, wilful misconduct or breach of a non-excludable legal duty, nor indirect or consequential loss. Absa must take reasonable steps to mitigate loss and give the entrant a reasonable opportunity to respond to a claim. This indemnity does not restrict statutory rights.
35. Absa may suspend or cancel the competition only where reasonably necessary because of a legal, operational or regulatory requirement, material fraud or compromise of competition integrity, or an event beyond Absa's reasonable control that makes lawful or fair continuation impracticable. Absa must consider reasonable alternatives, record the grounds and act proportionately. The following protections apply:
    35.1. Absa will preserve valid entries, the advertised prize pool and accrued or vested prize rights to the extent lawful and reasonably possible. Cancellation will not be used to avoid awarding prizes or paying a verified winner. Any legally required departure must be explained and implemented in accordance with applicable law.
    35.2. Absa will publish the reasons, effective date and effect on entries and prizes through the rules website and original promotional channels, giving reasonable advance notice where possible. If urgent action is legally or reasonably necessary, notice will follow as soon as reasonably practicable.
36. If the competition is suspended or ended under clause 35, any limitation of liability remains subject to clause 26. Entrants retain all non-excludable rights and remedies and may raise complaints or challenge an unlawful cancellation. No blanket waiver of claims arises from suspension or cancellation.
37. Absa is not obliged to award more than the 2 (two) cash prizes specified in clause 17, totalling R10 000. This does not limit its obligation to award and pay those prizes in accordance with these rules and applicable law, or any non-excludable remedy.

38. The prize:
    38.1. Cannot be transferred and will be paid to the verified eligible winner. Material verification details must be accurate. A minor or correctable error will not automatically invalidate a prize where it can reasonably be clarified.
    38.2. Will not be exchanged for any prize other than the prize offered in this competition.

    The outcome of a properly conducted draw is administratively final, subject to verification, correction of a material error or irregularity and applicable law. Entrants may raise competition queries or complaints through the official Absa accounts in clause 14. Nothing prevents an entrant from approaching a competent regulator, applicable dispute-resolution body or court, or exercising a statutory remedy.

Amendments to the terms and conditions

39. Absa may amend these terms only where objectively and reasonably necessary to comply with legal, operational or regulatory requirements, correct a genuine error without unfair prejudice, address material fraud or protect fair administration following circumstances beyond its reasonable control. Operational convenience or protecting Absa's interests alone does not justify a prejudicial change.
40. Every amendment must be proportionate and fair, preserve compliant entries and accrued or vested prize rights, and must not retrospectively introduce a disqualification or arbitrarily reduce the advertised prize pool. Absa will publish the revised rules, reasons and effective date on the rules website and notify entrants through the original promotional channels, with reasonable advance notice where possible. Any unavoidable legally required departure must be explained and implemented lawfully.

General

41. Absa may change the competition period only where reasonably necessary for legal, regulatory or operational reasons, to address material fraud or to respond to circumstances beyond its reasonable control. Absa will give appropriate notice of the revised dates and explain how existing entries will be treated. Changes must be fair and must not be used to exclude valid entries unfairly or avoid awarding the advertised prizes.
42. The current terms and conditions are available at www.absa.africa/financial-wellness. Absa will also notify entrants of material changes through the original promotional channels. Continued participation does not waive an entrant's statutory rights or make an unlawful change valid.

43. Changing, suspending or ending the competition does not exclude any liability that cannot lawfully be excluded. Entrants retain the right to complain, challenge an unlawful decision or seek a remedy from a competent regulator, dispute-resolution body or court.
44. Changes take effect on the date stated in Absa's notice, after publication and appropriate notice to entrants. An urgent change required by law or necessary to prevent material harm may take effect immediately, with notice as soon as reasonably practicable. Valid entries and existing prize rights, including those of selected or confirmed winners, remain protected unless the law requires otherwise.
45. Absa will securely retain all legally required competition records for at least 3 (three) years after the competition ends. These include promoter and administrator details, the rules, promotional and prize information, winner selection and verification records, proof of prize payment or receipt, and required declarations, independent oversight, certification and compliance records. Personal information will be collected, accessed and retained in accordance with POPIA.
46. These terms and conditions are governed by South African law. Competition disputes may be heard by a competent South African court, subject to any other rights or remedies available under applicable law.

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