ABSA ULTIMATE BANKING SOCIAL MEDIA COMPETITION

TERMS AND CONDITIONS

Competition Period: 11 November 2026 to 30 November 2026 (inclusive)

1. INTRODUCTION AND ACCEPTANCE

1.1 These Terms and Conditions govern participation in the Absa Ultimate Banking Social Media Competition (the "Competition"). By entering, each entrant agrees to be bound by them.

1.2 A copy of these Terms and Conditions must be available free of charge before entry and throughout the Competition Period on the official Absa link https://www.absa.africa/my-absa/

1.3 Entrants must be given a reasonable opportunity to read and understand these Terms and Conditions before entering. Any material term, limitation, risk or obligation must be presented clearly and in plain language.

2. PROMOTER AND EXCLUDED PERSONS

2.1 The promoter and organiser is Absa Bank Limited, registration number 1986/004794/06, a public company and registered bank incorporated in the Republic of South Africa, with its registered address at Absa Towers West, 15 Troye Street, Johannesburg, 2001 ("Absa" or the "Promoter"). Absa Group Limited, registration number 1986/003934/06, is Absa Bank Limited's holding company.

2.2 Absa's directors, members, partners, employees, agents or consultants; the appointed Digital Agency; suppliers directly involved in administering or fulfilling the Competition; and the spouses, life partners, business partners or immediate family members of those persons may not enter.

2.3 The appointed Digital Agency administers the Competition on Absa's behalf. Outsourcing does not exclude or transfer any statutory obligation applicable to a promoter.

3. ELIGIBILITY

3.1 To qualify, an entrant must:

a) be a natural person who is eighteen (18) years or older;

b) lawfully reside in South Africa and hold a valid South African identity document or other valid identity and residency documentation reasonably required for verification;

c) have a publicly visible account on the social media platform used to enter, at least until verification is completed;

d) provide correct and complete contact and verification information when requested; and

e) comply with the entry mechanic and these Terms and Conditions.

3.2 A person who has won a prize in an Absa competition, contest or promotion during the twelve (12) months preceding the opening date of this Competition is not eligible to win this Competition. Absa may verify this before confirming a winner.

3.3 Absa may disqualify an entry on reasonable and documented grounds where the entry is fraudulent, automated, commercially generated in bulk, submitted by an unauthorised third party, manipulates or circumvents the Competition mechanic, contains unlawful or materially misleading content, infringes third-party rights, or materially breaches these Terms and Conditions. Minor errors that do not affect eligibility or fairness will be treated proportionately.

4. COMPETITION PERIOD AND PLATFORMS

4.1 The Competition opens on 11 November 2026 and closes at 23:59 South African Standard Time on 30 November 2026, both dates inclusive ("Competition Period"). Entries received outside the Competition Period will not be considered.

4.2 The Competition will run on the following official Absa South Africa accounts: Instagram @Absa.SouthAfrica; Facebook @AbsaSouthAfrica; and TikTok @absa_group.

4.3 The Competition is not sponsored, endorsed, administered by or associated with Meta, Facebook, Instagram or TikTok. Entrants release those platforms only to the extent permitted by applicable law. Questions about the Competition must be directed to Absa, not the platforms.

5. HOW TO ENTER

5.1 During the Competition Period, an entrant must respond in the comments section of the applicable official Competition question by completing the story-based prompt stated in that post ("Entry"). **Tell us what you love most about Absa Ultimate Banking and why.**

5.2 Tag two friends and include #MyAbsa 🖤 and #YourStoryMatters.

5.3 An Entry must remain publicly visible until the draw and verification process has been completed. Entrants must not publish identity documents, banking credentials, passwords, PINs, CVVs or one-time passwords in a public comment.

5.4 No entry fee or purchase is required. Ordinary data or internet charges charged by an entrant's service provider may apply at the entrant's standard rate.

5.5 Each genuine Entry that complies with these Terms and Conditions will be included in the draw. Multiple genuine Entries are permitted only if the campaign post expressly permits them; duplicate, automated or materially identical bulk Entries may be excluded to preserve a fair draw.

5.6 An entrant may win only one (1) prize in this Competition.

6. PRIZES

6.1 Ten (10) verified winners will each receive one (1) R1 000.00 (one thousand rand) Woolworths voucher for a total prize value of R10 000.00 (ten thousand rand).

6.2 A prize is not transferable and may not be exchanged for cash or another prize, unless Absa offers a substantially equivalent replacement of equal or greater value because the advertised prize becomes unavailable for reasons beyond Absa's reasonable control.

6.3 No winner is required to pay a fee, purchase a product, consent to marketing or participate in publicity to receive a prize.

6.4 The vouchers will be distributed digitally to the Ten (10) winners.

7. DRAW, OVERSIGHT AND RECORDS

7.1 The Ten (10) potential winners will be selected at random from all valid Entries received during the Competition Period. The virtual draw will be conducted by Absa's appointed Digital Agency Flume through Microsoft Teams within thirty (30) days after the Competition closes.

7.2 The appointed Digital Agency Flume must use a fair, auditable random-selection method and retain the eligible entry pool, draw output, date, time, participants and replacement-draw records.

7.3 An independent accountant, registered auditor, attorney or advocate will oversee and certify the conducting of the Competition in accordance with regulation 11 of the Consumer Protection Act Regulations. The certification will be reported through Absa's internal audit reporting or other appropriate validation or verification procedures.

7.4 Absa will retain the prescribed Competition records, including the rules, offer, marketing material, responsible persons, prize details, draw and verification records, winner details, prize fulfilment evidence and oversight certification, for at least three (3) years after the Competition ends.

8. WINNER VERIFICATION AND NOTIFICATION

8.1 A potential winner is not a confirmed winner until Absa has verified identity, age, residency, contact details, Entry validity, eligibility and compliance with these Terms and Conditions.

8.2 Potential winners will be contacted by direct message from the applicable official Absa social media account or by an authorised Absa Community Manager after the draw. Absa will never request a password, card PIN, CVV or one-time password, and no prize-release fee is payable.

8.3 Absa will make at least three (3) documented contact attempts over five (5) business days. A potential winner must respond and provide the reasonably required verification information through the secure channel communicated by Absa within five (5) business days after the final attempt, unless a longer reasonable period is communicated in writing.

8.4 If a potential winner declines the prize, cannot be contacted after the procedure in clause 8.3, fails objective verification or materially breaches these Terms and Conditions, Absa may select a replacement through the same random procedure. The reasons and replacement process must be recorded.

8.5 Potential winners will be selected within thirty (30) days after the Competition closes. Absa will not publicly announce or identify a winner without the consent required under clause 11.

9. PRIZE FULFILMENT

9.1 Each prize will be delivered digitally to the verified contact details supplied by the winner no later than thirty (30) days after successful verification and receipt of the information reasonably required for fulfilment.

9.2 Absa is not responsible for failed electronic delivery caused solely by incorrect, incomplete or outdated information supplied by a winner, provided Absa has taken reasonable steps to verify the details and assist the winner. If an unavoidable delay occurs, Absa will notify the affected winner and provide a reasonable revised fulfilment date.

9.3 A winner may be required to acknowledge receipt of the prize. Any receipt or fulfilment document must not impose a new purchase, publicity obligation, indemnity or waiver of a non-excludable right.

10. PERSONAL INFORMATION

10.1 Absa will process entrants' personal information only to administer the Competition, verify identity and eligibility, select and contact potential winners, fulfil prizes, prevent fraud, address queries or disputes, and comply with legal, regulatory, audit and record-keeping obligations. This may include name, age, social media handle, contact details, Entry content and verification information.

10.2 Absa may share information reasonably necessary for those purposes with its appointed Digital Agency, authorised operators and subcontractors, prize suppliers, independent overseer and competent authorities. They must process information under appropriate written arrangements, lawful instructions, confidentiality obligations and security safeguards.

10.3 Entry does not constitute consent to unrelated direct marketing and does not change an entrant's existing marketing preferences. Any optional marketing consent must be separate from acceptance of these Terms and Conditions.

10.4 Competition information will be retained only for as long as reasonably necessary for the stated purposes and applicable legal retention requirements. Prescribed promotional-competition records will be retained for at least three (3) years, after which information no longer lawfully required will be securely deleted or de-identified.

10.5 Entrants may exercise applicable rights of access, correction, objection or complaint through Absa's published privacy channels and may lodge a complaint with the Information Regulator of South Africa. Further information is available in Absa's privacy statement at www.absa.co.za/legal-and-compliance/privacy-statement/.

11. PUBLICITY AND ENTRY CONTENT

11.1 A winner may be invited to participate in publicity relating to the Competition. Participation is voluntary and subject to the winner's separate, informed written consent. A winner may refuse to be photographed, recorded, identified or to participate in marketing activities without forfeiting the prize.

11.2 Where written consent is provided, Absa may use the winner's approved name, image, photograph, recording or agreed content for the purposes, media and period specified in that consent, which may not exceed twelve (12) months from the draw date unless separately agreed in accordance with applicable law.

11.3 Entrants retain ownership of their original Entry content. Each entrant grants Absa and its appointed Digital Agency a non-exclusive, royalty-free licence to receive, reproduce and assess the Entry only for Competition administration, moderation, verification, draw, audit and complaint handling. Any broader promotional reuse requires appropriate permission.

11.4 An entrant must have the rights and permissions necessary to submit the Entry and must not include unlawful, defamatory, discriminatory, threatening, misleading or confidential third-party content, or content that infringes intellectual property, privacy or personality rights.

12. LIABILITY AND THIRD-PARTY PLATFORMS

12.1 To the maximum extent permitted by law, Absa and its agencies will not be liable for indirect, special or consequential loss arising from participation in the Competition or use of a prize.

12.2 Absa is not responsible for social media, connectivity or technical failures beyond its reasonable control, but will take reasonable steps to protect the integrity of the Competition, investigate material failures and treat affected entrants fairly.

12.3 Nothing in these Terms and Conditions excludes or limits liability for gross negligence, wilful misconduct or fraud, or any consumer right, warranty, liability or remedy that may not lawfully be excluded or limited under the Consumer Protection Act 68 of 2008 or other applicable law.

12.4 The appointed digital agency Flume remains responsible for its applicable contractual and statutory obligations. Absa will reasonably assist a winner with a prize-fulfilment issue and does not exclude any non-excludable obligation applicable to it as Promoter.

13. AMENDMENT, SUSPENSION OR CANCELLATION

13.1 Absa may amend, suspend or cancel the Competition only where reasonably necessary because of circumstances beyond its reasonable control, a material integrity or security issue, or a requirement of law or a competent regulator. Any action must be proportionate, lawful and fair to entrants.

13.2 A change may not retrospectively introduce additional eligibility requirements, arbitrarily reduce the advertised prize pool, invalidate compliant Entries or remove a prize entitlement already validly awarded.

13.3 Absa will publish the reason, nature and effective date of a material change through the same channels as the original rules and, where reasonably practicable, notify affected entrants directly. Reasonable advance notice will be given unless urgent legal or security requirements make this impracticable.

13.4 If the Competition is cancelled before winners are selected, Absa will take reasonable steps to minimise prejudice. Confirmed prizes and accrued statutory rights remain enforceable unless applicable law or a binding regulatory direction requires otherwise.

14. COMPLAINTS, GOVERNING LAW AND GENERAL

14.1 Competition questions or complaints may be submitted via the official Absa social media channel where the campaign material has been published.

14.2 Nothing prevents an entrant from approaching the National Consumer Commission, the Information Regulator, another competent body or a court with jurisdiction.

14.3 The Competition and these Terms and Conditions are governed by the laws of the Republic of South Africa.

14.4 If a provision is found unlawful or unenforceable, it will be severed or limited only to the minimum extent necessary, and the remaining provisions will continue to apply.

14.5 Absa's reasonable administration and selection decisions remain subject to these published rules, correction of manifest error, applicable law and entrants' rights to query or challenge an outcome.

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