

## **Avo Communities – activation promotion for administrators**

### **Terms and conditions**

#### **1 The promoter**

Nedbank Limited, registration number 1951/000009/06 (**we, us, our**), runs this promotion. We reserve the right to make it available to a certain group of clients only.

#### **2 Promotion period**

The promotion starts on 17 November 2022 and ends on 16 December 2022 (**promotion period**).

#### **3 Who can and cannot participate in the promotion**

3.1 A participant (**you, your**) must:

- 3.1.1 be 18 years or older;
- 3.1.2 have a valid South African identity document or card;
- 3.1.3 live in South Africa; and
- 3.1.4 be a residential estate administrator or property manager of Silvertree estate that is contracted with Avo Communities.

3.2 Our employees, including temporary and contract employees and their immediate family members, our associated companies, agents, contractors, and sponsors may not participate in the promotion.

#### **4 The offer**

- 4.1 If you meet the criteria in 6.1 you will receive an Avo voucher worth R200.
- 4.2 If you meet the criteria in 6.2 you will the receive a bonus Avo voucher.

#### **5 Bonus voucher**

5.1 Residential Estate administrators or property managers (in clause 3) will receive a bonus voucher depending on the percentage of residents who log in to the Avo Communities app.

- 5.1.1 50% – R1 000 Avo voucher
- 5.1.2 60% – R2 000 Avo voucher
- 5.1.3 70% – R3 000 Avo voucher
- 5.1.4 80% – R5 000 Avo voucher
- 5.1.5 90% – R10 000 Avo voucher

#### **6 How to qualify for the offer**

6.1 To qualify for the offer, you must do the following during the competition period:

- 6.1.1 You must have received an email from us inviting you to participate in this promotion. This email will include the promotion terms and conditions.
- 6.1.2 You must accept these terms and conditions and respond to our email by sending us the number of residents or households in the your estate, and encourage residents to register for and use the Avo Communities app.

6.2 To qualify for the bonus voucher, you must do the following during the promotion period:

- 6.1.2 Identify unregistered or inactive residents in your estate on the Avo Communities app administration tool and encourage them to register for and use the Avo Communities app.
  - 6.1.3 Create a feedback loop for unregistered or inactive residents on the administration tool.
  - 6.1.4 Use the Avo Communities app communication channels and/or any other contact methods (email, SMS, social media etc) to encourage residents of your estate to register for and use the Avo Communities app.
- 6.3 You will receive a bonus Avo voucher depending on the percentage of your residents who log in to the Avo Communities app.(see clause 5).

## **7 How the offer is given out**

If you qualify for the offer, the following applies:

- 7.1 You will receive the offer only after we have verified and confirmed your details, including your compliance with these terms and conditions.
- 7.2 You will receive the offer via email on the details that Avo Communities has on record for you within 30 business days after the promotion has ended.
- 7.3 The estate administrator or property manager who accepts the terms and conditions and fulfils the criteria will receive the offer only.
- 7.4 We will not be responsible for any technical failures affecting your participation in the promotion or if your entry has been left out from participation.
- 7.5 If a dispute arises, our decision will be final and binding on all aspects of the promotion, and we will not discuss the matter further.
- 7.6 All costs or expenses relating to the offer that have not been mentioned here are excluded.
- 7.7 We will not be responsible for any delays in your taking up the offer.
- 7.8 We will not be responsible for any additional conditions that third parties impose.
- 7.9 We will give the offer directly to you and not to anyone else, and we will not replace it with cash.
- 7.10 We will not be liable for delays or failure to deliver any part of the reward resulting from acts beyond our reasonable control. We will let you know you as soon as reasonably possible if the offer is affected in this way.
- 7.11 We reserve the right to replace the offer at any time with another of similar commercial value.

## **8 General**

- 8.1 All information about this promotion, including information that is published on any promotion material, is part of these terms and conditions.
- 8.2 By participating in the promotion, you agree to be bound by these terms and conditions.
- 8.3 These terms and conditions are available on our website (<https://communities.avo.africa/docs/terms/silvertree-admin-terms.pdf>) throughout the promotion period.
- 8.4 We may ask you to consent in writing to endorsing, promoting and advertising any of our services, without payment. If you decline our request, you will still be given the offer.
- 8.5 By entering and participating in this promotion, you acknowledge that your personal information needed for the promotion will be shared with us and our agents, but only to the extent necessary for this promotion. Your personal information will be used in line with South African consumer and data protection laws.
- 8.6 We may extend, shorten or cancel the promotion immediately and without notifying you if it is permitted by law, if we must do so by law, or for reasons beyond our control. If this happens, you will give up any rights that you may have in terms of this promotion and you will have no recourse against us or our agents, contractors or sponsors as a result of the extension, shortening or cancellation.
- 8.7 We or our directors, employees, agents or suppliers will not be responsible for any direct or indirect loss or damage resulting from your participation in the promotion, or for any accident, injury, harm, costs, or death that you or any other person who participates in the offer sustains at any point during the fulfilment of the offer.

## **9 More information**

For more information about the promotion call Lian on +27 66 426 1687 or send an email to [avocommunities@avo.africa](mailto:avocommunities@avo.africa).