

## Tembo Savings: RAF Bonus - Terms and Conditions:

### 1. Overview:

Tembo Savings is offering a Refer a Friend (RAF) bonus for existing Tembo customers who successfully refer new customers to our ISA or Lifetime ISA product. Through this program, both the referrer and the referred customer will receive a randomly selected bonus ranging from £15 to £250, credited to their Tembo ISA or Lifetime ISA.

To qualify, the referred customer must sign up using a referral link provided by an existing Tembo Savings customer (the referrer) and:

- Open a new Tembo ISA or Lifetime ISA and fund it with £500 or more within 30 days of claiming the reward in app; or
- Initiate the transfer of an existing ISA or Lifetime ISA with a balance of £500 or more to a Tembo ISA or Lifetime ISA within 30 days of claiming the reward in app.

### 2. The bonus:

- The RAF bonus awarded per successful referral will be one of the following amounts: £15, £25, £50, £100, or £250, selected randomly based on probabilities outlined in Section 5.
- Both the referrer and the referred customer receive the same bonus amount.
- The RAF bonus is paid as additional interest into the customer's Tembo ISA or Lifetime ISA and does not count toward the annual contribution limit.
- For the referrer, the bonus will be credited to their:
  - Tembo Cash ISA if the referrer only has a Tembo Cash ISA or has both a Cash ISA and a Lifetime ISA.
  - Tembo Lifetime ISA, if the customer only holds a Lifetime ISA.
- For the referred customer, where multiple eligible accounts are set up after following the referral link, the bonus will be credited to the account whose cancellation period ends first.

### 3. Eligibility criteria:

To qualify for the RAF bonus:

- The referrer must:
  - be an existing Tembo Savings customer with £500 or more in an active Tembo Cash ISA or Lifetime ISA account; and
  - send the referred customer a valid Refer a Friend link.

- The referred customer must:
  - Be a new Tembo Savings customer (i.e., they must not have previously held a Tembo ISA or Lifetime ISA);
  - Use a valid Refer a Friend link to claim their reward and go on to open a new Tembo ISA or Lifetime ISA; and
  - Meet one of the following funding requirements:
    - i. Deposit £500 or more within 30 days of using the referral link (in one or multiple payments); or
    - ii. Initiate the transfer of an existing ISA or Lifetime ISA with a balance of £500 or more to Tembo within 30 days of using the referral link.
- Both the referrer and the referred must not cancel, close, transfer, or withdraw (to a balance of less than £500) from their Tembo ISA/Lifetime ISA before the RAF bonus is credited.

#### 4. Paying the bonus:

- **For new account holders:** The RAF bonus will be credited within 60 days of the 14-day (ISA) or 30-day (Lifetime ISA) cancellation period has expired. This period starts from the date of the first contribution.
- **For transfers:** The RAF bonus will be paid in the next interest cycle after the referred customer's transfer process is complete.

#### 5. RAF Bonus Band Probabilities:

- The RAF bonus that may be awarded is chosen at random for each eligible referral. The probability of each bonus is £15 - 95%, £25 -4%, 50 -0.7%, £100 -0.2%, £250 - 0.1%. Both the referrer and the referee receive the same bonus

#### 6. Limitations:

- A referrer may invite an unlimited number of customers; however, only the first 5 completed referrals per month will be eligible for a reward for the referrer. Rewards after the 5 limit will only be paid to the referee.
- Only new Tembo Savings customers can qualify to receive the RAF bonus as a referred customer. If the referred customer has previously held a Tembo ISA or Lifetime ISA, they will not be eligible for the RAF bonus, nor will the referrer in relation to that referral.
- The RAF bonus will only be paid out once for referred customers; by opening both a Tembo ISA and Lifetime ISA, only one RAF bonus may be paid.

## **7. General Conditions**

- The Refer a Friend program starts February 5th 2025; any referrals made before this time will not be eligible for the RAF bonus.
- Tembo Savings reserves the right to modify or withdraw this offer at any time at its sole discretion. However, customers who have already met all eligibility criteria will not be affected.
- The bonus is non-transferable, non-exchangeable, and may not be substituted for any other benefit.
- Tembo Savings is not liable for any losses if you are unable to open an account or complete a transfer, whether due to system limitations, eligibility criteria, or other reasons.
- Tembo Savings reserves the right to refuse the bonus or take further action if it suspects abuse, fraud, or breach of these terms or any of the terms of our Customer Agreement.
- Tembo Savings' standard Terms & Conditions, as set out in our Customer Agreement, remain in force and are not affected by this offer.