

“CLP Bank Autopay Promotion” – Terms and Conditions (Jun – Dec 2025)

By entering the “CLP Bank Autopay Promotion” (hereafter called “the Programme”), customers are deemed to have read and understood the method of participation, the details of the Programme, and accepted and agreed to be bound by the following terms and conditions.

Campaign Period (“Campaign Period “)

1 Jun 2025 – 31 Dec 2025

1. How to participate

- The Programme is only applicable to customers who have never registered Bank or Credit Card Autopay to settle CLP electricity bills, or have not paid a CLP electricity bill by Bank or Credit Card Autopay in the 12 months prior to the Campaign Period.
- Customers must be residential customers.
- Customers must log in their CLP One Account (including creating a CLP ONE Profile, linking electricity services and completing identity verification), become a Domeo member and linked with their valid electricity account, only then the rewards can be credited to your Domeo account. Customers will no longer be eligible to receive any points once their CLP accounts are terminated.
- Customers are required to apply Bank Autopay and complete at least one (1) CLP electricity bill payment by using Bank Autopay successfully during the campaign period to earn 500 Domeo Points.
- Customers should have the same valid electricity account(s) until the points are credited to the associated Domeo accounts.
- All staff of CLP Group companies are not eligible to receive any reward related to the Programme, to ensure fairness.

2. How to get Rewards

Earning Domeo Points

Customers are required to follow the below instructions to earn Domeo Points, subject to the detailed conditions provided in the relevant paragraphs regarding these earning mechanisms and eligibility requirements.

Bill Payment through Bank Autopay x Domeo Points Award (“Rewards”)

- During campaign period, customers who register for Bank Autopay for the first time or customers who have not paid a CLP electricity bill by Bank / Credit Card Autopay in the 12 months prior to the Campaign Period, successfully pay a bill using Bank Autopay without payment return could earn 500 Domeo Points.
- Customers are required to link their electricity accounts to Domeo accounts in order to earn the Domeo Points.
- Each electricity account is eligible to receive 500 Domeo Points once during the campaign period.

Reward Arrangements

Successfully set up and pay by Bank Autopay (at least one bill)	Reward Period
1 June 2025 – 30 September 2025	On or before 31 October 2025
1 October 2025 – 31 December 2025	On or before 31 January 2026

3. Terms of the Rewards

- Customers will receive Domeo Points when completed the Programme, can be use on CLP Domeo eShop Platform (<https://www.clpdomeo.com/en/>) to redeem gifts or vouchers.
- Participants may not dispute the rewards or rewards arrangements related the Programme.
- The Domeo Points of the Programme cannot be transferred or for sale or exchanged for cash, discount or other products.
- Customers may opt out from the Programme at any time by giving CLP verbal notice, or written notice via letter or email. CLP may terminate or cancel all related entitlements of the Programme at any time if you breach any of the programme details and rules contained herein.
- Regarding any Domeo Points and redemption of products or services at Domeo website are subject to Terms and Conditions specified in (<https://www.clpdomeo.com/en/terms-conditions>).
- CLP Power has the absolute right to change, update, and amend Domeo Point earning mechanism without prior notice. CLP Power may timely review Domeo Point earning mechanism.
- No alteration, withdrawal or cancellation is allowed once a redemption transaction is confirmed.
- In the event that the customer's account or Domeo Points is lost or stolen, CLP Power will not be responsible or liable for the loss of points or benefits.
- Any sale or barter of Domeo Points or other correlated benefits is prohibited and will result in the forfeiture of all Domeo Points and the termination of user right. The customers shall indemnify and hold CLP Power and the merchants harmless from any liability and claims resulting from selling or bartering of Domeo Points or other Programme benefits.
- Customers who engage in fraudulent to obtain benefits or Domeo Points are resulted to immediate cancellation or suspension of all related Points or benefits without prior notice.

- CLP Power reserves the right in its sole discretion to change, suspend or terminate the Domeo Points and the terms at any time without prior notice.

4. General Terms and Conditions of the Programme

- CLP Power may use and disclose the information provided by the customers on the terms and for the purposes (including marketing if a separate consent is given to CLP Power) of conducting the Programme and for other purposes of collection as set out in our Privacy Policy and Personal Information Collection Statement, as if they were a customer of the CLP Power.
- CLP Power has absolute discretion to determine the eligibility of a customer to participate in the Programme.
- CLP Power is not obliged to enter into any correspondence with any party on any matter related to the Programme.
- Regarding any dispute arising from Domeo Reward Programme and the redemption, the decision of CLP Power and its partners shall be final and binding.
- CLP Power shall not be responsible for any matters or disputes relating to the offers provided by the respective merchants. The respective merchants are solely responsible for all warranties, obligations and liabilities in relation to such products or services.
- If, for any reason, CLP Power is not capable of conducting the Programme as planned, including due to infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failure or any other causes beyond the control of CLP Power, which corrupt or affect the administration security, fairness or integrity or proper conduct of the Programme, CLP Power reserves the right in its sole discretion to take any action that may be available and appropriate.
- CLP Power has the absolute right to amend, delete or supplement any of these terms and conditions in its sole discretion, and to change, suspend or terminate the Programme at any time without giving prior notice to the customers in its sole discretion.
- To the extent permitted by law, CLP Power will not be liable to any person for any loss (including direct, indirect or other reasons, including but not limited to loss of

income, profit or reputation) damage, liability, or personal injury arising from the Programme.

- For any controversial issues, CLP Power and Business Partners reserve the right to make final decision.
- If any of these Terms and Conditions becomes or is declared illegal, invalid or unenforceable for any reason, such Terms and Conditions shall not affect the legality, validity and enforceability of the other Terms and Conditions.
- These Terms and Conditions shall be governed by the laws of Hong Kong. CLP Power and the participants agree to irrevocably submit the exclusive jurisdiction of the courts of Hong Kong.
- The English version of these Terms and Conditions shall prevail in case of any discrepancy between the English and Chinese versions.
- CLP Power and CLPe Commerce reserves rights to modify the Terms and Conditions anytime without any prior notification.
- The Programme deadline is based on the server record: <https://www.clp.com.hk>.