

## **“CLP Bank Autopay Promotion” – Terms and Conditions (Aug – Sep 2026)**

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 Aug 2026 – 30 Sep 2026

#### **1. How to participate**

- The Programme is only applicable to customers who (“Eligible Customer”)
  - Have never registered Bank Autopay; or
  - Have not paid CLP electricity bill by Bank Autopay in the 12 months prior to the Campaign Period.
- The Programme is exclusively available to selected CLP 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.
- Customers are required to apply Bank Autopay successfully during the campaign period will automatically participate in the Programme.
- 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

Selected 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, Selected Customer successfully applied Bank Autopay can eligible to earn 500 Domeo Points.
- Customers are required to link their CLP One 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.
- Rewards are available in a quota cap of 1,800 customers on a first-come, first-served basis while quota lasts. No separated notification would be provided.

### Reward Arrangements

| Successfully set up Bank Autopay | Reward Period            |
|----------------------------------|--------------------------|
| 1 Aug 2026 – 30 Sep 2026         | On or before 31 Oct 2026 |

## 3. Terms of the Rewards

- CLP Power will verify the setup record and credit the Domeo Points to the eligible Domeo account on the designated reward period.

- Eligible customers will automatically receive Domeo Points when completed the Programme, to redeem gifts or vouchers on CLP Domeo eShop Platform (<https://www.clpdomeo.com/en/>).
- Customers must hold a CLP One account and a Domeo account, with their valid electricity account linked, in order to receive the rewards in their Domeo account. Customers will no longer be eligible to receive any points if their CLP accounts or Domeo account are terminated before the rewards are issued.
- 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 Power may terminate or cancel all related entitlements of the Programme at any time if customer breach any of the programme details and rules contained herein.
- Any features of 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.
- For customers who engage in fraudulent to obtain benefits or Domeo Points, all related Points or benefits will be cancelled or suspended immediately, 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>.