CLP ePay Jai and eBill Mui Mui Blind Box Figures Promotion: Terms and Conditions

By taking part in the CLP ePay Jai and eBill Mui Mui Blind Box Figures promotion, participants acknowledge they have read, understood, and accepted all promotion details, and agree to comply with the following terms and conditions:

1. Eligibility

a) This promotion is open only to valid residential customers of CLP Power Hong Kong Limited (CLP), with details registered on CLP's customer records. To participate, customers must:
   i) Be a residential customer within CLP's electricity supply area, and
   ii) Hold a valid electricity account. The electricity account must remain valid until the end of the promotion.

b) Selected new CLP residential customers whose electricity supply starts on or after 28 October 2026, or who apply for electricity service on or after that date, are eligible to participate in the promotion if they:
   i) Provide a valid email address, and
   ii) Consent to receive promotional communications from CLP so they can receive the CLP Welcome Guide email series.

c) Eligible customers will generally receive the CLP Welcome Guide email series within three days of the electricity supply start date or the electricity service application date.

d) Promotional materials and a link to the promotion registration form will only be sent to customers who have consented to receive promotional communications from CLP, via their registered email address. Customers who have not provided a valid email address or have not consented to receive promotional communications will not be able to view the relevant promotional materials or the link to the registration form.

e) Customers can provide their email addresses by logging into their CLP One account and change their promotional communication preferences by phoning the CLP Customer Service Hotline.

2. Promotion Period

The promotion beings on 28 October 2026 and will continue until all rewards have been claimed. The offer is available on a first-come, first-served basis while stocks last.

3. How to Participate

a) During the promotion period, participants who complete the designated actions outlined below and submit the required information through the promotion registration form provided in the CLP Welcome Guide email series before the specified deadline will be eligible for the corresponding rewards, after verification by CLP.

i) Designated e-Services and Rewards

- Create a CLP One account using an email address for the first time: Receive one blind box.
- Successfully register for eBills: Receive one blind box.
- Make the first successful electricity bill payment using an electronic payment method: Receive one blind box.

ii) **Bonus Reward**

After successfully claiming a blind box, customers who immediately share a photo of their ePay Jai or eBill Mui Mui figures on Facebook, Instagram, or Threads and meet the following requirements will receive an additional reward:

- Include the hashtag #CLP or #中電 in the post, and
- Set the post visibility to the public.
- Upon confirmation by CLP, customers will each receive one additional blind box.

b) Use of each designated e-service qualifies eligible customers to claim a reward only once.

c) Each eligible customer can receive a maximum of four blind boxes in this promotion.

4. Electronic Service Requirements

a) **Create a CLP One Account Using an Email Address**

i) During the promotion period, participants must successfully activate a CLP One account for the first time, including creating a CLP One profile, linking their electricity account, completing identity verification, and successfully logging in.

ii) Participants must create and activate their CLP One account using an email address. If a participant currently uses a mobile phone number as identification for their login, they must update their email address in their CLP One account and complete the required verification procedures during the promotion period to qualify for this promotion.

iii) Participants who have already created a CLP One account using an email address before the promotion period will also be regarded as having completed this action.

b) **Successfully Register for eBills**
   i) Participants who receive both paper bills and eBills simultaneously, or who cancel their eBill notification service before 31 December 2026, will not be regarded as having completed this action.
   ii) Participants who have already subscribed to the eBill notification service before the promotion period will be regarded as having completed this action.

c) **First Successful Electricity Bill Payment via Electronic Payment Method**
   i) Eligible payment methods include:
      - Bank Autopay
      - FPS
      - AlipayHK
      - WeChat Pay HK
      - Online Banking
      - PPS
      - Bank ATM
      - To learn more about electronic payment methods, please visit Payment methods (Residential).

d) Any payment that is subsequently refunded will not be considered a qualifying transaction.

e) If an autopay transaction fails, the action will not be considered completed. Participants can use another eligible electronic payment method to fulfill the requirements.

f) Participants choosing bank autopay should allow four to six weeks for processing and approval. The action will only be regarded as completed after a successful transaction has been made.

g) Participants who are already autopay customers before the promotion period will remain eligible for this promotion if they continue to settle their electricity bills by autopay during the promotion period or use another eligible electronic payment method.

h) If a participant does not have any electricity bill due for payment during the promotion period, they can make an advance payment using online banking, PPS, bank ATM, or other eligible electronic payment methods. Each advance payment must be at least HK$150.

5. **Redemption Arrangements**
    a) Participants must select their preferred redemption date and CLP Customer Service Centre as the redemption location when completing the promotion registration form.
    b) Upon successful verification, CLP will send redemption notification emails to eligible customers in early January 2027. No notifications will be issued to unsuccessful applicants.
    c) Participants must present their redemption notification emails for verification purposes when collecting rewards.
    d) CLP reserves the right to request participants to provide their Hong Kong Identity Card or proof of account ownership for verification purposes.
    e) Participants who fail to claim their reward at the specified date, time, or location will be deemed to have forfeited their entitlement. CLP will not arrange any alternative means of collecting the reward.
6. **Reward Details**
    a) The rewards in this promotion are the CLP ePay Jai and eBill Mui Mui Blind Box figures.
    b) Each blind box contains one figure selected from a collection of four unique designs.
    c) All blind box designs will be distributed at random. Participants cannot request a specific design.
    d) All rewards are available on a first-come, first-served basis while stocks last.
    e) Rewards cannot be transferred, refunded, or exchanged for any other products, services, offers. No cash alternative is available.
    f) CLP is not be responsible for any lost, damaged, or stolen rewards and will not provide replacements.
    g) All rewards are subject to availability. Images of the actual products are for reference only.
7. **General Terms and Conditions**
    a) Late submissions or submissions with incomplete information will not be accepted.
    b) All dates and times relating to the promotion are based on Hong Kong time and CLP server records.
    c) CLP has the sole and absolute discretion in determining a customer's eligibility for participation.
    d) In the interests of fairness, employees of the CLP Group are not eligible to participate in this promotion.
    e) Customers must ensure that all information provided is true, accurate, complete, and up to date, and must maintain such information accordingly. Customers must not impersonate or misuse any third party's information. In cases where any loss, damage, or liability is caused to CLP or any third party from impersonation or misuse, the customer shall be solely responsible and shall indemnify CLP and any affected third party against all resulting losses, damages, liabilities, claims, and expenses.
    f) If, for any reason, CLP is unable to conduct the promotion as planned, for reasons including but not limited to computer virus infection, bugs, tampering, unauthorised intervention, fraud, technical failures, or any other causes beyond CLP's reasonable control which affect the administration, security, fairness, integrity, or proper conduct of the promotion, CLP reserves the right to take any action it deems appropriate.

g) To the fullest extent permitted by law, CLP shall not be liable for any loss, including but not limited to loss of income, profit, or goodwill, damage, liability, or personal injury arising directly or indirectly from participation in the promotion.
h) If any provision of these terms and conditions is held to be invalid, unlawful, or unenforceable by any law, regulation, court order, government authority, or court of competent jurisdiction, the provision shall be cancelled and will affect the validity or enforceability of the remaining provisions.
i) These terms and conditions will be governed by and construed in accordance with the laws of Hong Kong. Participants irrevocably submit to the exclusive jurisdiction of the courts of Hong Kong.
j) In the event of any inconsistency or discrepancy between the English and Chinese versions of these terms and conditions, the Chinese version shall prevail. CLP reserves the right to amend, suspend, or cancel this promotion and/or these terms and conditions at any time without prior notice.
k) In the event of any dispute, CLP's decision shall be final and binding.