



## FNB Lesotho Terms and Conditions

**Date these rules were first published: 01 March 2026**

Read these competition rules carefully. These competition rules (“rules”) explain your rights and duties under this competition. If you take part in this competition or accept any prize, these rules will apply to you and you agree that the person running the competition (“the promoter/s” or “FNB Lesotho”) can assume that you have read and agreed to be legally bound by these competition rules.

### DEFINITIONS

For purposes of these Terms and Conditions (“T&Cs”):

- **“Competition”** means the FNB Lesotho *Get In The Game with Effortless Payments* competition World Cup Ts and Cs
- **“Participant”** means any eligible customer who enters or is automatically entered into the Competition.
- **“Good standing”** means the Participant’s account is active, not in arrears, not overdrawn without an approved limit, and not under legal or collections review.
- **“Prize(s)”** means any item(s) awarded by FNB Lesotho in terms of this competition.
- **“Winner”** means the Participant selected in accordance with Clause 7.
- **“Family Member”** includes spouses, partners, parents, children, siblings, or anyone residing in the same household.
- **“Reasonable efforts”** means at least three attempts to contact the Winner by SMS and/or call within 72 hours.
- **“Promoter”** means First National Bank of Lesotho Limited (“FNB Lesotho”), including its directors, officers, employees, agents, authorised representatives, subsidiaries, divisions, and any third-party service providers appointed by FNB Lesotho to administer, manage, or facilitate any aspect of the Competition.

1. The FNB Lesotho **Get In The Game with Effortless Payments** Competition (“Competition”) is organised and conducted by First National Bank of Lesotho Ltd (“FNB Lesotho”).
2. The competition is open to all FNB Lesotho Visa cardholders who hold a transactional account and are not overdrawn or in arrears, or have entered a default, with FNB Lesotho aged 18 years and above.
3. Customers who swipe or tap or transact online using their FNB Lesotho Visa debit cards shall be automatically entered into the Competition and shall stand a chance to win.
4. The campaign will include giveaway prizes that include cash prizes as well as vouchers.
5. The Competition will run from 01 March 2026 at 00:01 and will strictly close on 31 July 2026 at 00:00. Transactions made after the closing date will not be considered by FNB Lesotho.
6. There will be weekly and monthly prizes to be won which will be communicated on the FNB Lesotho social media platforms.

### WHO CAN QUALIFY?

7. The Competition is open to all FNB Lesotho Bothebelele Account holders, Smart Account holders, Smart Gold Account holders, Gold Account holders and SME & Commercial Account holders that are in good standing, and entrants must be in possession of a valid ID or Passport.
8. Participants who are directors, members, partners, employees, agents of or consultants of FNB Lesotho, its subsidiaries, holding companies, divisions and/or associated companies or of the advertising or promotion agencies or any other person who directly or indirectly controls or is controlled by FNB Lesotho, will not

qualify to participate in the Competition and will also not be eligible for any prizes.

9. By entering this Competition, all participants agree to be bound by these terms and conditions, and FNB Lesotho's decision regarding any issue with the Competition will be final and binding and no correspondence will be entered into.

#### **HOW TO QUALIFY?**

10. To qualify, customers need to swipe / tap / transact online with their FNB Lesotho debit cards.
11. Participants may swipe / tap / transact online with their FNB Lesotho debit and.
12. Winners will be selected at random from a pool of customers who have swiped at least 3 times per week during the Competition period.
13. FNB Lesotho does not accept any responsibility for any transaction that is not delivered, received or is delayed or damaged due to technical reasons, including telecommunication failure on the part of the participant's service provider, or otherwise.
14. Participants acknowledge and agree that they may incur costs or other charges ordinarily associated with using a FNB Lesotho debit cards.

#### **PRIZES**

15. The prizes consist of cash prizes, petrol vouchers, grocery vouchers, litres of paraffin, with cash prizes being paid into customers' debit accounts and through eWallet.
16. Winners will be announced by call or SMS.
17. The prizes do not cover any other costs of the winner whatsoever.
18. FNB Lesotho reserves the right to substitute the prizes for an alternative prize of equal or greater value should the prizes promoted not be available due to unforeseen circumstances.
19. FNB Lesotho will not be liable for any loss suffered as a result of incomplete or incorrect information provided.
20. FNB Lesotho reserves the right to withhold prizes in the event that it reasonably believes, in its sole discretion, that the winner is not eligible to win, has contravened any of these terms and conditions, has acted in a manner that is not in the spirit of the Competition, their conduct can be reasonably interpreted as scamming or circumventing the rules of the Competition, acted fraudulently with regards to the Competition, if it would be unlawful to award the prize. In this instance the winner will be disqualified and forfeit the prize. FNB Lesotho's decision shall be final and no correspondence will be entered into.

#### **PUBLICITY AND DATA PRIVACY**

21. Customers who swipe, tap or transact online using their FNB Lesotho Visa debit cards will automatically be entered into the Competition. By performing such qualifying transactions, participants acknowledge and agree that this action constitutes their entry into the Competition and their consent for FNB Lesotho to process and share their personal information, strictly to the extent necessary to verify eligibility, conduct the Competition, and award prizes. Personal information will only be used for purposes related to the Competition and in accordance with FNB Lesotho's data protection obligations. Participants may withdraw from the Competition at any time in terms of these rules.
22. The prize winner must accept that their name and/or likeness may be announced on FNB Lesotho's media publications or on the Internet for publicity or advertising purposes without additional compensation, except where prohibited by law.

## GENERAL

23. FNB Lesotho reserves the right to shorten, extend, suspend the time period of the Competition or terminate the Competition whenever it should so choose for technical, commercial, or operational reasons, or for reasons beyond its control or generally for any reason whatsoever within their sole discretion. The Competition, its prizes, and terms and conditions may be amended by FNB Lesotho, at any time during the Competition, and will be applied and interpreted within its sole discretion. In such an event, all participants waive any rights that they may have/purport to have in terms of this Competition and acknowledge that they will have no recourse against FNB Lesotho whatsoever.
24. All publicity and other materials will be the sole property of FNB Lesotho.

**NB: Please note that the following terms require you to take on risk, limit the liability of FNB and indemnify FNB. Please read them carefully and contact FNB if you have any questions!**

25. FNB is not liable for any technical failures affecting participation in the campaign and they assume no liability in this regard.
26. To the fullest extent permitted by law, by participating, the participant indemnifies, releases and agrees to hold harmless FNB, their associated, holding and subsidiary companies, and its directors, officers, agents, representatives, shareholders, employees, successors and assigns from any and all claims or liability arising from participating in the Competition, any Competition-related activity and/or acceptance, receipt, possession or use/misuse of any prize.
27. To the extent permitted by law, FNB will not be liable in any way whatsoever, for any claims arising from loss, injury, damage or costs, suffered by a participant in relation to this Competition or the prizes offered, including but not limited to claims relating to defects in the prizes or any losses caused by such defects or losses arising from incorrect or inaccurate information supplied by participants.
28. FNB will not be liable for any loss suffered as a result of incomplete or incorrect information provided.
29. Lesotho law shall govern these competition terms and conditions, and the courts of Lesotho shall have exclusive jurisdiction.

## IMPORTANT:

- **You agree to indemnify the promoter(s) fully for any loss or damage the promoter(s) may suffer because you breached the competition rules. This means you agree to reimburse the promoter(s) for the following: any loss or damage they suffer, any expenses and costs they paid or are responsible for. Legal costs mean costs on an attorney and own client scale.**
- **You also agree to indemnify the promoter(s) for any loss or damage you suffered because you took part in this competition or used the prize. If you enter yourself, or use or accept the prize, you understand that you do so of your own free will. This means that you cannot hold the promoter(s) legally responsible for any loss or damage or legal expenses you suffered because you took part in this competition or used the prize.**
- **You will protect the promoter(s) from being held legally responsible for the loss or damage or legal expenses of another person (natural or legal), if such loss, damage or expense was incurred because you: a) breached the competition rules; or b) took part in this competition; or c) any person used a prize.**
- **You may withdraw from the competition at any time. If you are contacted regarding participation, promotional activities, or social media announcement, you may opt out by informing FNB Lesotho that you do not wish to continue in the competition and/or that you do not consent to being displayed on social media. Upon receiving such notice, we will discontinue your participation and cease any further promotional use of your name or related information moving forward.**
- **If the promoter(s) are not able to get hold of you after making reasonable efforts to do so, or you do not claim your prize for a period of 3 (three) days, you will lose your prize, and the judges may award it to someone else.**
- **The clauses in these rules are severable. This means that if any clause in these rules is found to be unlawful, it will be removed, and the remaining clauses will still apply.**

- Where any dates or times need to be calculated in terms of this agreement, the international Standard Time: GMT plus two hours will be used.
- While the promoter(s) may allow you extra time to comply with your obligations or decide not to exercise some or all of our rights, or waive certain requirements, the promoter(s) can still insist on the strict application of any or all of its rights at a later stage. You must not assume that this means that the rules have been changed or that it no longer applies to you.
- You must send all legal notices to

FNB Lesotho  
Sekhametsi Building  
Kingsway Road  
Maseru 0100

For the attention: The Legal Department FNB Lesotho

#### **TAX IMPLICATIONS**

30. We strongly recommend that You obtain independent professional advice regarding any tax implications arising from the receipt, transfer or spend of any prizes and/or awards obtained in respect of this Competition. You are fully responsible for any tax implications arising from or associated with any receipt, transfer or spend of any prize/s, awards and Cash rewards due to You participating in this Competition.
31. You agree that You will not hold FNB, its Shareholders, Directors, Employees, Agents and/or Affiliates ("the Bank") liable and hereby fully indemnify the Bank, and hold the Bank completely harmless, against all damages, claims and fines made against You or the Bank, including all legal costs on an attorney-and-own-client scale, to the extent to which such damages, claims and fines arise out of or are connected to any taxation relating to Your receipt, transfer or spend of any prize/s and/or awards or the charges in respect thereof.

For more information, please visit your nearest Branch or call 2224 1000 (Standard network rates will apply)