

GENERAL TERMS AND CONDITIONS FOR THE MI IBERDROLA LOYALTY PROGRAMME

Please read these terms and conditions carefully before registering for the Mi Iberdrola loyalty programme (“**Mi Iberdrola**”).

By registering with Mi Iberdrola you state that you are aware of and agree to be bound by these terms and conditions. Registration may be carried out through Iberdrola's main channels: Iberdrola Clientes S.A.U. mobile application (the “**Iberdrola Clientes App**”), Iberdrola, S.A.’ public website (<https://www.iberdrola.es/mi-iberdrola>) customer service points and the customer service telephone number. Access to Mi Iberdrola is through the Iberdrola Clientes App available for iOS or Android owned by Iberdrola Clientes, S.A.U. Through the customer service points and the customer service telephone number, access will only be available for registration and consultation of programme information.

The general terms and conditions of use of the Iberdrola Clientes App accepted at the time of registration and the privacy policy available on the Iberdrola Clientes, S.A.U. website (www.iberdrola.es) are also applicable to Mi Iberdrola and complement these general terms and conditions.

In addition, Iberdrola Clientes, S.A.U. (“**Iberdrola**”) may complement these terms and conditions for each of the discounts, benefits, promotions and/or services offered, with other specific terms and conditions established in each case within Mi Iberdrola, which will be notified to the user before the user opts to use them. In case of discrepancy between these general terms and conditions and the particular terms and conditions established for a discount, benefit, promotion and/or service, the provisions of the latter will prevail.

1 What is Mi Iberdrola?

Mi Iberdrola is a loyalty programme aimed at Iberdrola customers with a multitude of benefits and discounts.

Through Mi Iberdrola, Iberdrola customers that take part in the loyalty programme will receive information on discounts, benefits and/or promotions and will be able to benefit from them under the terms established in these terms and conditions.

This loyalty programme will be managed using the personal data and data relating to your contract previously provided by you in your existing relationship with Iberdrola.

For the purpose of these terms and conditions, the phrase "Special Contract" means supply contracts that are held by a natural person who has or who has had an employment relationship with Iberdrola and who also benefits from the pricing reserved for such persons and "Contract" means any contract that does not meet

the requirements established to be considered a "Special Contract". "Contracts" will be used to refer to both forms of contract jointly.

2 Who can take part in Mi Iberdrola?

You must meet one of the following requirements in order to take part in Mi Iberdrola:

1. Being an Iberdrola customer and meeting the following conditions:
 - a. Having signed up for one of the following products:
 - i. Electricity supply contract (Rate 2.0 TD) taken out exclusively through the channel aimed at the residential market.
 - ii. Electricity supply contract (Rate 3.0 TD) as long as the holder is a natural person contracted exclusively through the channel aimed at the residential market.
 - iii. Gas supply contract taken out exclusively through the channel aimed at the residential market (Tariffs RL1, RL2 or RL3)
 - b. Have an annual consumption registered in SIPS of all electricity supplies contracted with Iberdrola of less than 1 GWh per year and of all gas supplies contracted with Iberdrola of less than 5 GWh per year.
 - c. Do not owe any money to Iberdrola.

2. Being a user of the Iberdrola Mobility App and having registered one billing address.

Publicly-owned companies and public-law entities are prohibited from participating in Mi Iberdrola. Iberdrola reserves the right at all times to include new requirements for taking part in Mi Iberdrola.

The only Iberdrola products that can be used for Mi Iberdrola are:

- Electricity supply contract (Rate 2.0DR)
- Electricity supply contract (Rate 3.0TD) with a holder corresponding to a natural person
- Gas supply contract (Rate RL1, RL2 or RL3).
- Smart mobility services: I+Pack Mobility
- Smart Solar Services: I+Pack Solar
- Iberdrola Public Charging Contract

Once the customer registers in Mi Iberdrola, the system will automatically integrate all the products or services they have contracted and are eligible.

If the customer subsequently signs up for new products or services that are eligible for Mi Iberdrola, these will be automatically integrated. If the customer subsequently owes money to Iberdrola, they will not be able to sign up for any product, service or Smart product for as long as the debt persists.

3 What does Mi Iberdrola offer?

Mi Iberdrola offers exclusive discounts to customers by accumulating credit in a digital wallet when carrying out different actions that subscribing customers can redeem in accordance with that established in these conditions (the “**Credit**”), as well as discounts on purchases of top brands.

3.1 Customer levels

- Mi Iberdrola: customers with a maximum of one electricity contract, any number of gas contracts and that has been a customer for less than one year. All customers with a Special Contract, regardless of length of service, will also sit on this level.
- MI Iberdrola Silver: customers with a maximum of one electricity contract, any number of gas contracts and that has been a customer for between 1 and 3 years.
- Mi Iberdrola Gold: customers with a maximum of one electricity contract, any number of gas contracts and that has been a customer for between 3 and 5 years.
- Mi Iberdrola Plus: customers who meet one of the following conditions:
 - Customers with a maximum of one electricity contract, any number of gas contracts and that has been a customer for more than 5 years.
 - Customers with more than one electricity contract, regardless of how long they have been a customer.
- Mi Iberdrola GO: users of the Iberdrola Mobility App that do not have an activated gas or electricity contract with Iberdrola Clientes.

As regards how long you have been a customer of Iberdrola, we will use your oldest active gas or electricity supply contract with Iberdrola.

Customers with a Special Contract and a Contract may form part of other levels aside from the Mi Iberdrola level, provided that their Contract meets the conditions established for such levels.

3.1.1 Mi Iberdrola GO:

Mi Iberdrola GO customers will accumulate a balance equal to 3% of the cost of charging at the advantageous charging points of the Iberdrola Public Charging Network.

In addition, Mi Iberdrola GO customers who have charged ten times or more in the past six months for more than €0 each time will be able to enter the Mi Iberdrola raffles for “Experiences” (cultural and sporting events, etc.) providing they receive an email inviting them to register.

Any and all other workings of the programme or ways of generating balances described in these General Terms and Conditions are reserved for Mi Iberdrola customers from categories other than “GO”.

3.1.2 Mi Iberdrola Family:

Mi Iberdrola customers can create “Families” of up to 3 customers, so the customer registered on Mi Iberdrola (sponsor) can transfer their Mi Iberdrola level to up to 2 additional customers (sponsored customers), thus creating the Family. Sponsored customers may enjoy the benefits corresponding to the sponsor’s Mi Iberdrola level, such as:

- Monthly credits
- Discount on the Public Charging Network
- Discount on big brands
- Credit for bringing friends to Iberdrola
- Other benefits that are included in the Mi Iberdrola programme

The terms and conditions for being part of a Family are:

- Each customer may sponsor a maximum of 2 sponsored customers, this is, a Family consists of a minimum of 2 members and a maximum of 3 members.
- Both the sponsor and the sponsored customers must have had a contract with Iberdrola for a minimum of 3 months.
- It is only possible to be part of one Family; customers may not belong to 2 Families simultaneously.
- When creating the Family, neither the sponsor nor the sponsored customers can have an outstanding debt with Iberdrola.
- The Family will stop existing if the sponsor is no longer adhered to the Mi Iberdrola programme or stops being an Iberdrola customer, or when the Family members request leaving the Family.
- The Family may make a maximum of three changes of sponsored customer within any consecutive twelve-month period.

Customers with only Special Contracts may not form part of the families.

Items that allow credit to be accumulated:

3.2 Welcome offer

€5 Credit in a single payment for registering with Mi Iberdrola, which will be added to the Credit at the time the contracted electricity or gas supply contracts are integrated.

This offer may only be received once per customer.

3.3 Monthly credits

Credits generated by signing up for and maintaining a series of products, as indicated below.

The amount of the monthly credits will be as indicated in the General Terms and Conditions in force at the beginning of the corresponding quarter.

In no case may proportional shares of these Monthly Credits be received.

3.3.1 For signing up to electricity or gas and by customer level

First electricity or gas contract with Mi Iberdrola Silver level customers:

€1.67 Monthly credit for each electricity or gas supply contracted, which will begin to accrue Credit at the time of accessing this level.

First electricity or gas contract with Mi Iberdrola Gold level customers:

€2.5 Monthly credit for each electricity or gas supply contracted, which will begin to accrue Credit at the time of accessing this level.

First electricity or gas contract with Mi Iberdrola Plus level customers:

€3.34 Monthly credit for each electricity or gas supply contracted, which will begin to accrue Credit at the time of accessing this level.

Additional electricity or gas contract

€1.67 Monthly credit for each additional electricity or gas supply contracted, which will begin to accrue Credit at the time the Contract is registered, with the exception of customers who form part of the Mi Iberdrola level.

Only a maximum total of 10 electricity or gas supply contracts per customer may be integrated into Mi Iberdrola.

3.3.2 For contracting Smart services

€0.34 Monthly credit for each Smart service in the Products and Services category that you have contracted and that are eligible for Mi Iberdrola in accordance with these terms and conditions, which will be added to the Credit at the same time as the credits corresponding to the contracting of electricity or gas products are received. This credit will not be paid for Smart services provided under a Special Contract.

All monthly credit payments for electricity, gas or Smart products contracts will be made each month from the date the customer has been with Iberdrola.

3.4 Credit for electric vehicle charging

After each charge at an advantageous Iberdrola charging point, the amount corresponding to the following percentages of the final amount of the charging bill (including taxes), depending on the level of the customer, will be paid as an available credit:

- Mi Iberdrola customers: 5% of discount
- Mi Iberdrola Silver customers: 10% of discount
- Mi Iberdrola Gold customers: 15% of discount
- Mi Iberdrola Plus customers: 20% of discount

Customers can consult Iberdrola's advantageous charging points through the Iberdrola Public Charging App available for iOS or Android owned by Iberdrola S.A., using the "advantageous chargers" filter.

This benefit may not be used in conjunction with any other promotions that certain user groups may have available to them in the Iberdrola Mobility App and where a user has access to both, the latter promotions will be given priority.

3.5 Credit for bringing a friend to Iberdrola

When there is an active promotion of Credit for bringing a friend, a customer registered in Mi Iberdrola (sponsor) will have the possibility of sharing a sign-up link with their acquaintances (sponsored customers) and both of them will benefit from additional credit in Mi Iberdrola.

This promotion is only valid for new customer sign-ups made through the sign-up link and provided that the sponsored customer fulfils the necessary conditions to register in Mi Iberdrola and that they actually register in the loyalty programme through the aforementioned link.

The credit that both the sponsored customer and the sponsor receive will depend on the sponsor's level in the Mi Iberdrola programme at the time the sponsored customer signs up.

- Mi Iberdrola sponsor level: Sponsor and sponsored customer receive €2.09 credit monthly during one year.
- Mi Iberdrola Silver sponsor level: Sponsor and sponsored customer receive €2.5 credit monthly during one year.
- Mi Iberdrola Gold sponsor level: Sponsor and sponsored customer receive €2.92 credit monthly during one year.
- Mi Iberdrola Plus sponsor level: Sponsor and sponsored customer receive €3.34 credit monthly during one year.

In order for both customers to receive their respective balance payments, the sponsor must keep at least one of their electricity contracts active, and the sponsored customer must keep the contract registered by means of the MGM process on the date scheduled for each payment.

If the sponsor does not have an active electricity contract at the time of redemption of the balance, he or she will lose the right to receive the promotion, without prejudice to the sponsored customer's continuing to receive it as long as the contract generated by means of the MGM process is kept active. Each customer can have a maximum of ten (10) sponsored customers. A given customer may participate

as a sponsored customer only once per calendar year, and the sponsor/sponsored relationship, or vice versa, may not be repeated.

3.6 Credit for one-off promotions

Iberdrola may grant credit to its customers in the form of one-off loyalty promotions, in accordance with whatever conditions may be established at the time in question. This credit may be added to the customer's available credit in a single payment or in periodic payments, depending on the nature of the promotion. The credit transfer method will be indicated in each promotion.

3.7 Cashback for purchases on “Discounts”

Customers who make purchases from the brands selected in the "Discounts" section through the “Mi Iberdrola”(Iberdrola) app will receive a credit in the app for the percentage corresponding to the purchase made. This percentage will be indicated by each brand at the time of purchase.

3.8 Cashback for purchases on “My Iberdrola Store”

“Mi Iberdrola” customers who make purchases in the “Mi Tienda” online store will receive the corresponding percentage of the purchase amount as a credit in Mi Iberdrola. This percentage will be indicated at the time of purchase.

3.9 Cashback for the installation of a Charging Point

For those customers registered with Mi Iberdrola who install a charging point at their home, they may be granted a €500 cashback (*“refund of a percentage of the amount spent on purchases made credited directly to the holder's account”*) of Mi Iberdrola credit for a period of 5 years (€8.33 per month). The credit obtained with this promotion can be used in any contract that the customer has with Iberdrola.

The customer must meet the following terms and conditions in order to enjoy the benefits of this promotion:

- Instal the Charging Point with Iberdrola
- The electricity supply Contract associated with the Charging Point must be registered with Iberdrola and that Contract must not be a Special Contract.
- Be up to date with the payment of the bills for the electricity supply contract associated with the Charging Point
- Have electronic billing activated for the electricity supply contract associated with the Charging Point
- Domestic use of energy from the electricity supply contract associated with the Charging Point
- Join Mi Iberdrola within a period of less than 3 months from the installation of the Point

- Self-employed persons and businesses are excluded from this Promotion.
- Any other requirements that may be added in the terms and conditions of this Promotion.

3.10 Cashback for installation of solar panels

For those customers registered with Mi Iberdrola who install solar panels at their home, they may be granted a €500 cashback ("*refund of a percentage of the amount spent on purchases made credited directly to the holder's account*") of Mi Iberdrola credit for a period of 5 years (€8.34 per month). The credit obtained with this promotion can be used in any contract that the customer has with Iberdrola.

The customer must meet the following terms and conditions in order to enjoy the benefits of this promotion:

- Signing up for the installation of solar panels with Iberdrola
- The electricity supply Contract associated with the home where the solar panels are installed must be registered with Iberdrola and that Contract must not be a Special Contract.
- Be up to date with the payment of the bills of the electricity supply contract associated with the home where the solar panels are installed
- Have electronic billing activated in the electricity supply contract associated with the home where the solar panels are installed Domestic use of energy from the electricity supply contract associated with the home where the solar panels are installed
- Join Mi Iberdrola within a period of less than 3 months from the installation of the solar panels

3.11 Cashback for the installation of Aerothermy

For those customers registered with Mi Iberdrola who install Aerothermy at their home, they may be granted a €800 cashback ("*refund of a percentage of the amount spent on purchases made credited directly to the holder's account*") of Mi Iberdrola credit for a period of 5 years (€13.34 per month). The credit obtained with this promotion can be used in any contract that the customer has with Iberdrola.

The customer must meet the following terms and conditions in order to enjoy the benefits of this promotion:

- Signing up for the installation of Aerothermy with Iberdrola
- The electricity supply Contract associated with the home where Aerothermy is installed must be registered with Iberdrola and that Contract must not be a Special Contract.
- Be up to date with the payment of the bills of the electricity supply contract associated with the home where Aerothermy is installed

- Have the electronic bill activated in the electricity supply contract associated with the home where Aerothermy is installed.
- Domestic use of energy from the electricity supply contract associated with the home where Aerothermy is installed.
- Join Mi Iberdrola within a period of less than 3 months from the installation of Aerothermy

3.12 Cashback for using the BBVA - Iberdrola card

For customers who sign up for the BBVA – Iberdrola Card (hereinafter, the "Iberdrola Card"), the benefits offered by this card will be provided to the customer solely through the Mi Iberdrola loyalty programme. In order to benefit from this, the Iberdrola Cardholder must be the same person named on the Iberdrola Contracts.

Thus, customers who have the Iberdrola Card will receive cashback in the following cases:

- Bonus for signing up: €35 cash-back
 - First purchase with the card: €20 cash-back
 - Accumulation of the first €100 in purchases: €15 cash-back

The sign-up bonus will be awarded once only per customer. If the customer takes out an additional card(s) with BBVA or authorises them under the same contract, purchases made with this card(s) will not generate a welcome bonus. However, this authorised card or cards will also contribute to the total of €100 in purchases required for the delivery of the additional €15, which will be delivered once only.

- Purchases with Iberdrola Card: purchases made with the Iberdrola Card accumulate cashback, which will be paid at the end of the month. This cashback will vary depending on how you use it:
 - Payments made at any establishment:
 - End-of-month Iberdrola Credit Card: 0.5% of the value of each purchase.
 - Iberdrola Revolving Credit Card: 1% of the value of each purchase.

If the customer takes out an additional card(s) with BBVA or authorises them under the same contract, purchases made with this card(s) will also accumulate cashback, which will be credited to the Mi Iberdrola credit.

- Payments done on the Iberdrola charger network:

- Iberdrola card: 20% of the value of each charge. This Credit will be in addition to the Credit generated when charging their vehicle by the customer for being part of the Mi Iberdrola programme.

To generate this Credit, customers must register their Iberdrola Card as a payment method in the Iberdrola Public Charging APP or make a payment directly with the Iberdrola Card on the charger through TP or QR. Payments done through third-party apps will not be taken into consideration.

- Payments made on “My Iberdrola Store”
 - End-of-month Iberdrola Credit Card: 1% of the value of each purchase done.
 - Iberdrola Revolving Credit Card: 5% of the value of each purchase done.
This Credit will be in addition to the Credit generated when purchasing at “My Iberdrola Store” by the customer for being part of the Mi Iberdrola programme.
- Exclusions to the accumulation of credit: the following will not accumulate credit or generate cashback:
 - Purchases and payments made at lottery, gambling, bingo and other betting establishments,
 - Cash withdrawals from ATMs, and

Returned purchases will result in a reduction in cash-back for the amount refunded.

3.13 Application of promotions

If a customer has two or more Iberdrola promotions for a single item, they cannot be used in conjunction; only the promotion corresponding to the product or service in question will be applied, while the promotion applicable in Mi Iberdrola will be disregarded.

Customers can manage their available Iberdrola promotions via their own App, unless it is explicitly stated that a specific promotion must be managed via Mi Iberdrola.

4. How does the credit work?

4.1 Credit categories

The accumulated credit for the items indicated in these General Terms and Conditions is classified into the following categories:

1. **Available Credit:** Accumulated credit available for redemption by the customer.
2. **Credit in process:** Credit that has already been redeemed by the customer, pending to be credited to bills.
3. **12-Month estimated credit:** estimate of the credit to be generated in the next 12 months if the terms and conditions for each item of credit generation are maintained.
4. **Bill discount:** Credit balance that has already been redeemed by the customer and that has been credited to the customer on one of their bills.
5. **Credit close to expiry:** Credit available which will expire in 6 months if not redeemed by the customer.

4.2 How to use the credit

You will be able to use the credit available for:

Discounts on bills

Customers can exchange the credit balance available on their electricity or gas supply Contract via the Iberdrola Clientes S.A.U. App, provided that the Contract in question is not a Special Contract. The entire available credit will timely become a credit in process and redeem in next bills of the selected electricity or gas supply.

The discount amount will be applied to all items included in the bill, so as to ensure that the total amount can be discounted.

In the event that the credit in process cannot be discounted in its entirety on a bill, the remaining credit will be discounted on the next bill issued for the same contracted electricity or gas supply.

As the credit in process is discounted on bills, it will become a redeemed balance or a Mi Iberdrola Discount.

Purchase of Third-Party Products

Customers can redeem the Credit available in Mi Iberdrola via the Iberdrola Clientes S.A.U. App by purchasing third-party products, including gift cards from different brands, by accessing the various platforms available to the customer that are shared between Iberdrola and the supplier. From there, the customer can choose from the different products offered based on their available Credit and cannot access products whose price exceeds the Credit.

Discount on public charging

Customers can use their available Credit in Mi Iberdrola, via the Iberdrola Mobility App, to charge their vehicle on the Iberdrola Public Vehicle Charging Network.

Customers can use the App to decide how much credit to use to pay for their vehicle charging, as the cost of charging may exceed the available Credit. Under no circumstances will the accumulated credit entitle the holder a right to receive such amount in cash or any other form of payment. It may only be used in the ways provided for in these terms and conditions.

4.3 Expiry of the credit

Each credit accumulation available will expire 12 months from the moment it is obtained. Once expired, the credit will be deleted and cannot be used.

4.4 Blocking the credit

If the Mi Iberdrola customer generates debt with Iberdrola, their credit will be blocked and cannot be redeemed until the debt is settled, although the credit will continue to accumulate and will expire under the same terms established in these terms and conditions.

5. What happens if a product or the Special Contract is cancelled, or there is a change in the holder of the contract?

If a product or service that accumulates a credit is cancelled:

1. That product or service will cease to accumulate credit.
2. The available credit accumulated by the customer will not be affected as long as the customer has a valid electricity or gas supply contract with Mi Iberdrola, otherwise, the entire available credit will be lost.
3. The credit in process will be lost if the contracted electricity or gas supply for which the customer has selected to redeem the credit is cancelled.

If there is a change of holder of a product or service that accumulates credit, the new holder will have to register the product or service in Mi Iberdrola under the terms established in these terms and conditions so that they can begin to accumulate credit. In no case will the credit be transferred from one holder to another.

In the event that the Special Contract is cancelled, when the customer arranges another Contract they will be able to enjoy any of the benefits of the Mi Iberdrola programme without restriction.

In the event of cancellation of all the products signed up for and participating in Mi Iberdrola, the customer will lose all the credit available and in process.

6. How to request cancellation from the Mi Iberdrola programme?

The customer may request to cancel the programme by contacting any of the Customer Service telephone numbers: 900 225 235, 91 919 52 73 or 94 646 01 25 or at your closest Customer Service Point.

7. Other general and conditions

These terms and conditions will remain in force and apply for the period indicated in the heading. If no new terms and conditions are published at the end of the indicated period, unless otherwise stipulated by IBERDROLA, these will be understood to be extended for a period of the same duration as the previous one. These terms and conditions replace the previous My Iberdrola terms and conditions.

The discounts and benefits of Mi Iberdrola will not be compatible or cannot be accumulated with other IBERDROLA promotions.

The territorial scope of the Mi Iberdrola loyalty campaign is Spain.

The credit obtained with Mi Iberdrola is a commercial discount promotion that is not considered a financial payment system in accordance with the applicable regulations.

IBERDROLA reserves the right to end the Mi Iberdrola loyalty campaign at any time.

Iberdrola reserves the right to partially or totally amend these terms and conditions, its discounts, benefits, promotions and/or services offered, without this giving rise to any right to compensation of any kind, which will be notified to users registered in Mi Iberdrola.

Taking part in Mi Iberdrola implies the acceptance of these general terms and conditions in their entirety, so that any statement to the effect of not accepting them will imply exclusion from Mi Iberdrola

Any action or omission by the customer registered in Mi Iberdrola that is fraudulent, contrary to good faith or that does not respect these general terms and conditions or the applicable regulations will entitle IBERDROLA to refuse to provide that customer with any discount, benefit, promotion and/or service offered in Mi Iberdrola

The sending of orders and instructions through Iberdrola's different channels to carry out the actions envisaged in Mi Iberdrola will be considered to be an authorised signature of the customer and will have full legal effectiveness.

In the event that you consider or have reason to believe that an unauthorised third party has gained access to your Iberdrola App or the Customer Area, you must notify Iberdrola immediately and assume all liability arising from the misuse and/or handling of access to it.

Iberdrola reserves the right to suspend or cancel all or part of your Iberdrola App or Customer Area user account or your access to Mi Iberdrola if its security is

compromised or if fraudulent or unauthorised use has taken place or it has reasonable suspicion of such use.

IBERDROLA is not responsible for possible losses, damage, theft, delays or any circumstance attributable to third parties that may affect your participation in Mi Iberdrola.

These general terms and conditions and their possible interpretation will be subject to Spanish law and to the Courts of the city of Madrid.

8. Do you have any questions?

If you have any questions regarding these terms and conditions, please contact Iberdrola through our usual channels on 900 225 235 or e-mail to clientes@tuiberdrola.es