

## **TERMS AND CONDITIONS OF THE FRIEND PLAN PROMOTION**

### **What is the Friend Plan?**

The Friend Plan is a promotion aimed at existing residential Customised Plans customers of IBERDROLA CLIENTES S.A.U. (rates with power  $\leq$  15kW) or any Gas Plan available online (rates with less than 50,000 kWh/year consumption) and new customers who sign up by recommendation of the former, through the iberdrola.es website

### **How long does the promotion last?**

The promotion will apply to online contracts up to and 11:59 p.m. on 30/09/2019. IBERDROLA reserves the right to modify this term. If it is modified, notification will be published online.

### **Who may participate?**

Any individual of legal age who has a current Customised Plan (tariffs with  $\leq$  15kW power) or with a Gas Plan (rates with power  $\leq$  15kW/year) with IBERDROLA may participate. These customers (hereinafter, sponsor customers) may invite friends/family members (hereinafter, sponsored customers) to contract a Customised Plan (tariffs with  $\leq$  15kW power) on the website. This promotion does not apply if the sponsored customer is already a client of IBERDROLA CLIENTES S.A.U. IBERDROLA reserves the right to disqualify from the promotion any participant who deceives, alters or misuses the functioning and progress of said promotion. Similarly, any participant who, intentionally or not, compromises or harms the reputation of IBERDROLA, that of its customers, or of the other participants, will be disqualified.

### **How can sponsor customers invite sponsored customers?**

All they need to do is to give their ID document, passport or foreigner's ID number (as holder of the contract) to the sponsored customer so that the latter can give it to IBERDROLA when contracting their Customised Plan online.

### **What must the sponsored customer do?**

If the sponsored customer contracts a Customised Plan on our website, they must click on "I've been recommended by a friend of family member" and enter their ID document, passport or foreigner's ID number in the section "My Customer Information".

### **What incentive will they receive?**

If the sponsored customer signs a contract, on registering it, they will receive:

- The sponsor customer, a discount of €25 for each sponsored customer who signs a contract, up to an overall maximum of €125 (the first 5 sponsored customers signing contracts) that will be deducted from their next bill. The incentive will be deducted after VAT has been applied. If the sponsor customer has several contracts for Customised Plans with Iberdrola, the discount will be applied to the contract with the highest value.
- The sponsored customer, a discount of €25 that will be deducted from their first bill. Sponsored customers will also receive the incentive even if their sponsor has exceeded the overall limit of €125. The incentive will be deducted before VAT is applied.

Should the amount on their bill be less than the discount, the remaining amount will be deducted from subsequent bills until the total discount has been applied.