

'Win a \$3,000 Energy Credit' Promotion (*Promotion*)
Terms and Conditions

Information on entry into the draw, how entries will be drawn, and prizes are set out in these Terms and Conditions. By participating in the Promotion (including by accepting a prize), a person is taken to have accepted, and to have agreed to be bound by these Terms and Conditions.

Promoter

1. The Promoter is AGL Sales Pty Limited (ABN: 88 090 538 337), AGL Retail Energy Limited (ABN: 21 074 839 464) and AGL South Australia Pty Limited (ABN 49 091 105 092) of Level 24, 200 George St, Sydney NSW 2000 (phone: 131 245).

Eligibility

2. Entry is open to Australian residents 18 years and older who:
 - (a) are a new or existing residential energy customer of the Promoter;
 - (b) reside in Victoria, New South Wales, Queensland, South Australia or Western Australia in areas where AGL operates; and
 - (c) sign up to direct debit on either their AGL electricity or gas account during the Promotion Period and meet all requirements set out in these terms and conditions (***Eligible Entrants***).
3. Employees and other staff (and their immediate family members) of the Promoter are ineligible to enter.
4. Entrants are subject to all applicable laws, and entries will be deemed void where prohibited by law.
5. By entering this Promotion, entrants agree to be bound by these terms and conditions.

Entry

6. The Promotion commences at 12:00AM AEST on 1 October 2025 and closes at 5:00PM AEDT on 31 October 2025 (***Promotion Period***).
7. To be automatically entered into the draw, Eligible Entrants must:
 - a. be a residential energy customer who sets up a direct debit arrangement on a new or existing AGL gas or electricity contract (***energy contract***) during the Promotion Period;
 - b. maintain the energy contract and direct debit arrangement as still active until at least 31 October 2025; and
 - c. not have already established on the relevant AGL energy contract a direct debit arrangement that was active immediately prior to 1 October 2025 or at any earlier time during the Promotion Period.

8. To receive their prizes, Eligible Entrants who are drawn as winners must remain active on their eligible residential AGL energy contract until at least 30 days after the prize draw date or unclaimed prize draw date, as applicable, and – in the case of the \$100 Visa debit e-gift card – at least 30 days after they are notified that they are a winner.
9. Eligible Entrants must have provided valid contact details in order to be notified and receive the prize if they are a winner. Eligible Entrants must also have consented to receive marketing from AGL.
10. One (1) entry per fuel for an eligible direct debit sign up during the Promotion Period. Two (2) entries can be made by a dual fuel customer without any pre-existing direct debit arrangement on any AGL energy contract or who has not yet signed up to direct debit on both fuels during the Promotion Period, where the customer sets up a new direct debit arrangement during the Promotion Period on both an AGL gas and electricity contract. All entries become the property of the Promoter for use by the Promoter without attribution or compensation. Entrants may only win one (1) prize in this promotion (except if a winner is a South Australian resident).
11. Entries that the Promoter suspects to be fraudulent, incomplete, incorrect or misleading, or may damage the Promoter's reputation may be disqualified. Entrants who breach these terms and conditions may be disqualified. The Promoter accepts no responsibility for late, lost or misdirected entries.
12. It is the entrant's responsibility to notify the Promoter should their contact details change during the Promotion Period.
13. There is no fee to enter this Promotion.

Prizes and winning

14. The random prize draw from all eligible entries will take place on 6 November 2025 at 10:00AM AEDT at MDSA, Level 16, 1 Denison Street, North Sydney NSW 2060.
15. The first twenty three (23) eligible entries drawn will be the winners, who will be notified by email within 2 business days of the draw date. The winner's first initials & surnames will be published on agl.com.au/directdebitoffer from 20 November 2025 for at least 30 days. The postcode of any prize winner who is a South Australian resident will also be published online unless that winner requests otherwise.
16. The first three (3) winners will each receive a \$3,000 energy credit applied to their AGL gas or electricity account. The next twenty (20) winners will each receive a \$100 Visa debit e-gift card. Maximum retail value of the total prize pool is \$11,000 (GST incl.). The energy credit will be applied to the relevant winners' AGL energy account within 28 days of the prize draw date or unclaimed prize draw date. The \$100 Visa debit e-gift card will be sent by email to each relevant winner's email address, as set out in clause 24 below.

17. The AGL energy credit is GST inclusive and reduces the price of supply of gas or electricity. The AGL energy credit cannot be redeemed for cash. If the prize winner closes their AGL energy account(s), the credit will be forfeited.
18. Prizes are subject to any terms and conditions (which may be notified to the winners upon confirmation of the award of the prize).
19. If any prizes remain unclaimed after reasonable attempts to contact a winner, a subsequent unclaimed prize draw will be conducted on 13 January 2026 at 10:00AM AEDT at the same location and in the same manner as the initial prize draw stated in condition 14. Any redraw winner/s will be notified by email within 2 business days of the unclaimed prize draw, and will have their first initial & surname published on agl.com.au/directdebitoffer from 16 January 2026 for at least 30 days. The postcode of any prize winner who is a South Australian resident will also be published online unless that winner requests otherwise.
20. The Promoter may request reasonable identification from the winner to confirm their identity and eligibility to enter. Any failure to do so may result in disqualification.
21. The Promoter accepts no responsibility for prizes lost, misplaced or otherwise not delivered to the winner. If any prize or part of a prize becomes unavailable for reasons outside of the Promoter's control, the Promoter may substitute a prize of equal or greater value. Prizes are not transferable or redeemable for cash.
22. The Promoter's decision on any aspect of this Promotion is final and binding. No correspondence will be entered into.
23. No bonus prizes shall be awarded.
24. To receive a \$100 Visa debit e-gift card (**Prepaid Digital Visa Card**), in the event that you win this prize, AGL's fulfilment partner Blackhawk Network Australia Pty Ltd (**Blackhawk**) will collect your name and email address for the purpose of issuing and activating your Prepaid Digital Visa Card. If you don't provide this information to Blackhawk, we'll be unable to issue your Prepaid Digital Visa Card. Your email address must be valid. Customers who are unable to receive their Prepaid Digital Visa Card via email will be sent a physical Prepaid Digital Visa Card. AGL will disclose your name and postal address to Blackhawk for the purpose of issuing your Prepaid Digital Visa Card to you via post. You must remain on the AGL energy contract that is the basis for your entry into this competition for at least 30 days from being notified that you are a winner of a \$100 Prepaid Digital Visa Card. The Prepaid Digital Visa Card will be valid for 3 years from date of issue, can be used where Prepaid Digital Visa Cards are accepted online and in-store with contactless point of sale terminals, and cannot be substituted for a physical card (unless agreed by AGL) or redeemed for cash. Not available in conjunction with any other AGL offer, unless otherwise stated.

Marketing and privacy

25. Personal Information, for the purposes of the *Privacy Act 1988* (Cth), means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the

information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

26. Entrants consent to their entry and Personal Information being used by the Promoter and the Promotion Partner for marketing purposes. The Promoter and Promotion Partner may use, reproduce or modify the entry in any way without any further reference, payment or compensation to the entrant.
27. Personal information collected will be used in accordance with the Promoter's Privacy Policy (agl.com.au/privacy). The Promoter may disclose Personal Information to other organisations (including third parties) for the purposes of conducting the Promotion, promotional, marketing, publicity, research and profiling. Entrants may access or change their personal information by contacting the Promoter. If the Personal Information requested is not provided, the Promoter will be unable to process your entry and your entry will therefore be deemed invalid.

Other terms

28. These terms and conditions do not limit, modify or exclude consumer guarantees as provided in the Australian Consumer Law under the *Competition and Consumer Act 2010* (Cth). The Promoter may amend any of these terms and conditions if required to comply with applicable laws.
29. The Promoter accepts no responsibility for errors (technical or human), technical failures or malfunctions except where caused by the Promoter's fraud, negligence or willful misconduct.
30. The Promoter accepts no responsibility for any injury, sickness, death, or property loss or damage of any kind except where caused by the Promoter's fraud, negligence, or willful misconduct.
31. If the Promotion cannot be run as planned for any reason beyond the reasonable control of the Promoter, the Promoter may, subject to licensing authority approval, alter, cancel, terminate, modify or suspend the Promotion. The Promoter will use reasonable efforts to notify you should this occur by publishing a notice on its website.
32. The Promoter accepts no responsibility for any tax implications that may arise from accepting a prize. Independent financial advice should be sought.
33. Authorised under NSW NTP/14502, ACT TP25/02223 & SA Licence No. T25/1675.