

BetterBond Brand Relaunch Teaser: A Better Way to Your Dream Home

“Dream Home” Competition

Competition Terms & Conditions

These Competition Terms and Conditions ("Terms and Conditions") govern entry into the BetterBond "Dream Home" Competition ("Competition").

The Competition forms part of BetterBond's upcoming brand launch campaign and is designed to invite participants to share their vision of a dream home and what homeownership means to them. The Competition encourages participants to tell BetterBond about their dream home by commenting on the designated competition post published on BetterBond's official social media platforms. Eligible participants who submit a valid entry will stand a chance to win the prize described in these Terms and Conditions. The campaign seeks to create a conversation around dream homes and aspirational homeownership as part of BetterBond's broader "A Better Way to Your Dream Home" brand journey.

By entering the Competition, participants acknowledge that they have read, understood and agree to be bound by these Terms and Conditions. Participants further acknowledge that any personal information submitted as part of their entry will be processed by BetterBond solely for the purposes of administering the Competition, including validating entries, selecting and contacting the winner, and awarding the prize.

Where consent is required in terms of the Protection of Personal Information Act, 4 of 2013 ("POPIA"), such consent is provided on a voluntary, specific and informed basis. Participation in the Competition is entirely voluntary. Participants are not obliged to provide personal information beyond that reasonably necessary to administer the Competition and may choose not to enter if they do not wish their information to be processed for these purposes. Any consent provided is limited to the Competition and does not constitute consent to receive direct marketing communications unless the participant separately and expressly elects to do so. This approach is consistent with BetterBond's previous competition consent wording.

Promoter

This competition is run by BetterBond (collectively “the Promoter”, “BetterBond”, “we”, “us”) as a Business Division of BetterLife Origination Services (Pty) Ltd with registration number 2001/003522/07.

1. Acceptance of these Terms and Consent to Processing

- 1.1. Participation in this Competition is voluntary and is conditional upon the participant's acceptance of these Terms and Conditions.
- 1.2. By submitting an entry through a comment on the designated BetterBond competition post on Instagram, Facebook, LinkedIn or X during the Competition Period, the participant acknowledges that they have read, understood and accepted these Terms and Conditions and agree to be bound by them.
- 1.3. By entering the Competition, the participant further acknowledges and consents to BetterBond processing the personal information contained in the participant's entry, profile information made available through the relevant social media platform, and any information subsequently provided by the participant for the purposes of administering the Competition, including validating entries, selecting and contacting the winner, and awarding the prize.

- 1.4. Any consent provided by the participant under these Terms and Conditions is given voluntarily, specifically and on an informed basis in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA").
- 1.5. Participation in the Competition and the provision of personal information for Competition administration purposes is voluntary. Participants who do not agree to these Terms and Conditions or who do not wish their personal information to be processed for these purposes should not enter the Competition.
- 1.6. Entry into the Competition does not constitute consent to receive direct marketing communications from BetterBond. Any marketing consent will be requested separately and, where applicable, obtained in accordance with POPIA.
- 1.7. These Terms and Conditions will be made available on BetterBond's website for the duration of the Competition.

2. Eligibility

- 2.1. The Competition is open to natural persons who are resident in the Republic of South Africa and who are 18 years of age or older at the date of entry.
- 2.2. Employees of BetterBond, its affiliates, agencies and/or its service providers (including Hoorah) and their immediate family members are not eligible to enter.
- 2.3. One entry per person. BetterBond may disqualify duplicate, offensive or spam entries at its discretion.

3. Competition Period

- 3.1. The Competition runs from 28 August 2026 to 03 September 2026.
- 3.2. All entries must be received by 16:00 (SAST) on 03 September 2026.
- 3.3. Any entries received after the closing time will not be considered.

4. How to Enter

- 4.1. To enter the Competition, participants must comment on the designated BetterBond Competition post published on Instagram, Facebook, LinkedIn or X and tell us about their dream home. This may include, for example, what their ideal home would look like, what features it would have, where it would be located, or what achieving that dream home would mean to them.
- 4.2. Valid comments submitted during the Competition Period in accordance with these Terms and Conditions will constitute one entry into the Competition.
- 4.3. By submitting a comment as an entry, participants warrant that the content is their own original content and does not infringe the rights of any third party. Participants grant BetterBond a non-exclusive, royalty-free licence to use, reproduce, publish and display the entry solely for purposes connected with the administration, promotion and announcement of the Competition and subject to BetterBond's obligations in terms of POPIA.
- 4.4. Participation in the Competition is free of charge and no purchase, application, product usage, referral or service engagement is required in order to enter or win.
- 4.5. Only comments posted on the designated Competition post and visible to BetterBond at the time of the draw will constitute valid entries.

5. Prize

- 5.1. Five (5) winners will each receive one (1) Yuppiechef voucher to the value of R10,000.
- 5.2. The prize is not transferable, exchangeable, or redeemable for cash, and BetterBond may substitute it with a prize of equal or greater value if circumstances require.
- 5.3. Delivery/collection timing will be confirmed with the winner directly.

- 5.4. BetterBond reserves the right to substitute the prize with another of similar value should the advertised prize become unavailable.
- 5.5. Any taxes, duties or other charges arising from acceptance or use of the prize shall be the sole responsibility of the winner, unless otherwise required by law.

6. Winner Selection and Notification

- 6.1. Using an independent third-party random comment-picker tool, Hoorah will randomly generate and select the names of five (5) winners from all valid entries received during the Competition Period.
- 6.2. The winners will be announced via a public BetterBond social media post on 4 September 2026 and will be notified by direct message on the social media platform through which they entered the Competition.
- 6.3. By accepting a prize, a winner agrees that BetterBond may publish the winner's first name, surname initial, social media handle, province and/or photographs for purposes reasonably connected to announcing and promoting the Competition. Where any additional use is contemplated, BetterBond will obtain any consent required by POPIA.
- 6.4. If a selected winner cannot be contacted, fails to respond and provide the information reasonably required to verify eligibility within seven (7) calendar days, is found to be ineligible, or declines the prize, BetterBond reserves the right to select an alternate winner using the same random selection process.
- 6.5. Before a prize is awarded, BetterBond may require a winner to provide proof of identity, age, residency, ownership of the relevant social media account, and any other information reasonably required to confirm eligibility.
- 6.6. BetterBond reserves the right to disqualify any entry suspected of being generated through automated means, fraudulent activity, vote manipulation, multiple accounts, bots, or any conduct that compromises the fairness or integrity of the Competition.
- 6.7. A prize that is declined, unclaimed, undeliverable or forfeited for any reason will not give rise to any claim against BetterBond.

IMPORTANT NOTICE: This clause limits and excludes certain obligations, liabilities and legal responsibilities of BetterBond and other persons, and may limit the rights and remedies available to participants. Participants should read this clause carefully.

7. Liability

- 7.1. Participation in this Competition is at the entrant's own risk. To the fullest extent permitted by applicable law, BetterBond, its affiliates, agents, service providers (including Hoorah), and prize suppliers shall not be liable for any direct, indirect, incidental, consequential, or special loss, damage, injury, claim, cost, or expense arising from or connected with

participation in the Competition, the acceptance or use of any prize, or any technical, operational, system, network, platform, or communication failure affecting the Competition.

- 7.2. BetterBond accepts no responsibility for entries that are lost, delayed, misdirected, incomplete, corrupted, inaccessible, not received due to technical failures, internet connectivity issues, social media platform outages, or any other cause beyond BetterBond's reasonable control.
- 7.3. By entering the Competition, participants acknowledge and accept any risks reasonably associated with participating in the Competition and the use of the prize.
- 7.4. Nothing in these Terms and Conditions excludes, limits, or restricts any consumer rights or liability that may not lawfully be excluded, limited, or restricted in terms of the Consumer Protection Act, 68 of 2008, or any other applicable law.

8. Personal Information

- 8.1. By entering the Competition, participants consent to BetterBond processing the personal information contained in their entry, comment, social media profile information made available through the relevant platform, and any information subsequently provided by the participant for the purposes of administering the Competition, including validating entries, selecting winners, contacting winners, verifying eligibility, and awarding prizes.
- 8.2. Personal information will be processed in accordance with POPIA and will only be used for purposes directly related to the administration of the Competition.
- 8.3. BetterBond may share limited personal information with its authorised service providers, agents, and competition administrators (including Hoorah) where reasonably necessary for the administration of the Competition, winner verification, prize fulfilment, and related Competition activities.
- 8.4. Personal information will not be used for direct marketing purposes unless the participant has separately and expressly consented to receiving such marketing communications.
- 8.5. Participants may request access to, correction of, or deletion of their personal information, subject to applicable legal and operational requirements.

9. Retention and Data Subject Rights

- 9.1. Personal information will be retained only for as long as reasonably necessary to administer the Competition and comply with applicable legal obligations.
- 9.2. Participants may exercise their rights under POPIA, including rights of access, correction and deletion, by contacting BetterBond, subject to applicable legal and operational requirements.

10. General

- 10.1. BetterBond reserves the right to amend, suspend, postpone, or cancel the Competition where reasonably necessary due to circumstances beyond its reasonable control, including technical failures, fraud, abuse of the Competition mechanism, legal or regulatory requirements, or any event that compromises the integrity, fairness, or proper administration of the Competition.
- 10.2. BetterBond reserves the right to verify the validity of entries and to disqualify any participant who breaches these Terms and Conditions or who submits an entry that is false, misleading, offensive, unlawful, defamatory, fraudulent, automated, or otherwise inconsistent with the spirit of the Competition.
- 10.3. BetterBond may appoint third-party service providers, including Hoorah, to assist with the administration of the Competition. Such service providers will act solely on BetterBond's instructions and only to the extent reasonably necessary to administer the Competition.
- 10.4. BetterBond's decision regarding any aspect of the Competition, including the selection of winners, shall be final and binding, and no correspondence will be entered into.
- 10.5. By entering the Competition, participants agree to be bound by these Terms and Conditions.
- 10.6. This Competition is in no way sponsored, endorsed, administered by, or associated with Instagram, Facebook, LinkedIn, or X. Participants release the relevant social media platforms from any liability arising from or relating to the Competition.
- 10.7. This Competition is conducted as a promotional competition in accordance with section 36 of the Consumer Protection Act, 68 of 2008.
- 10.8. These Terms and Conditions shall be governed by the laws of the Republic of South Africa.
- 10.9. Any queries relating to the Competition may be directed to BetterBond at chane.kemp@betterbond.co.za
- 10.10. If any provision of these Terms and Conditions is found to be invalid, unlawful or unenforceable, the remaining provisions shall continue in full force and effect.