

"SWITCH TO WIN" CAMPAIGN Terms and Conditions

Campaign Period: 1 October 2026 – 31 December 2026

1. Introduction and Purpose

First Capital Bank Zambia ("the Bank" / "FCB"), through its Consumer Lending Department, is pleased to introduce the "Switch to Win" Campaign ("the Campaign"). The Campaign is designed to encourage eligible Civil Servants and Zambia Defence Forces personnel to refinance or switch existing loan facilities held with other lending institutions to First Capital Bank Zambia.

These Terms and Conditions ("the T&Cs") govern participation in the Campaign and apply to every entrant. By applying for a loan under the Campaign, an applicant is deemed to have read, understood, and accepted these T&Cs in full.

2. Definitions

Bank / FCB: First Capital Bank Zambia Limited.

Campaign: The "Switch to Win" promotional campaign described in these T&Cs.

Participant / Entrant: An eligible Civil Servant or Zambia Defence Forces employee who successfully refinances a qualifying loan with the Bank during the Campaign Period.

Refinancing / Switching: The process by which the Bank settles an eligible loan(s) held by a Participant at another lending institution and replaces it with a consumer loan facility from the Bank.

CRB: A licensed Credit Reference Bureau operating in Zambia.

Campaign Period: 1 October 2026 to 31 December 2026, both dates inclusive.

3. Eligibility

To qualify for entry into the Campaign, an applicant must meet all of the following criteria:

- Be a permanent and pensionable Civil Servant (Government employee on the Public Service payroll) or a serving member of the Zambia Defence Forces (Zambia Army, Zambia National Service and Zambia Air Force)
- Be earning a salary through a recognised payroll deduction mechanism accepted by the Bank (including PMEC or an equivalent DDACC-administered payroll).
- Hold one or more existing loan facilities with another lending institution which qualify for refinancing under Section 4 below.
- Successfully complete the Bank's standard loan application, credit assessment, and refinancing process, and have the refinanced facility disbursed within the Campaign Period.
- Submit a fully completed application together with all supporting documentation required by the Bank.

Bank staff and immediate family members are not eligible to participate.

4. Refinancing and Credit Assessment Rules

All refinancing applications submitted under the Campaign remain subject to the Bank's standard credit assessment and lending policies, in addition to the following Campaign-specific rules:

- a. **Institution limit:** An applicant may refinance loans held with a maximum of three (3) other lending institutions per application.
- b. **Minimum loan age:** Loans that are less than three (3) months old from the date of original disbursement are not eligible for refinancing under this Campaign.
- c. **Loans in arrears:** Loans that are in arrears at the other institution, at any other institution, or with the Bank, at the time of application are not eligible for refinancing.
- d. **Credit Reference Bureau (CRB) review:** All refinancing applications are subject to a mandatory CRB check. Approval and final loan terms will depend on the outcome of this review, and the Bank reserves the right to decline any application on the basis of adverse CRB findings.
- e. **Employer verification:** The applicant's employment status, payroll details, and salary must be verified and confirmed directly with the applicant's Employer or the relevant payroll administrator prior to any loan being processed or disbursed.
- f. **Documentation:** All documents required by the Bank as part of its standard loan application and Know-Your-Customer (KYC) requirements must be submitted in full before an application can be considered complete and eligible for the Campaign.
- g. **Standard lending criteria continue to apply:** applicants must meet all other ordinary affordability, KYC/AML, and internal credit policy requirements of the Bank, including compliance with the Bank of Zambia's applicable regulatory and provisioning directives.

Failure to meet any one of the above rules will render an application, and any associated Campaign entry, ineligible. The Bank's decision on eligibility and credit approval is final.

5. How to Qualify for Entry

Entry into the prize draws described in Section 6 is automatic and free for every Participant whose refinancing application is approved and successfully disbursed within the Campaign Period. No purchase, payment, or fee is required solely to enter the prize draw; entry arises only as a natural consequence of taking up a qualifying refinanced loan facility with the Bank.

Each successfully refinanced and disbursed loan constitutes one (1) valid entry into the applicable monthly draw for the calendar month in which disbursement occurs, and one (1) entry into the Grand Prize draw.

6. Prizes

6.1 Monthly Prizes

For each of the three (3) months of the Campaign Period (October, November, and December 2026), ten (10) winners will each be drawn to receive a grocery voucher valued at K1,000 (One Thousand Zambian Kwacha), giving a total of thirty (30) monthly grocery vouchers over the life of the Campaign.

6.2 Grand Prize

At the conclusion of the Campaign Period, one (1) Grand Prize winner will be drawn from among all valid entries received across the full Campaign Period. The Grand Prize consists of:

- One (1) Samsung Mobile Phone;
- One (1) Smart Television; and
- One (1) Refrigerator.

Prize specifications (brand, capacity, and model) will be confirmed by the Bank prior to the commencement of the Campaign and communicated in the Campaign's promotional materials.

7. Draw Process and Notification of Winners

- Monthly draws will be conducted within fourteen (14) days following the end of each respective calendar month of the Campaign Period.
- The Grand Prize draw will be conducted within thirty (30) days following the end of the Campaign Period, being no later than 30 November 2026.
- All draws will be conducted electronically or by an equivalent method of random selection, in the presence of at least one representative from the Bank's Compliance or Risk function, and, where required, a representative of the Lotteries and Gaming Board of Zambia.
- Winners will be notified directly by the Bank via telephone, SMS, or written correspondence using the contact details provided at the point of loan application.
- Winners may also be announced through the Bank's official communication channels, including but not limited to its website, social media pages, and branch notices.
- Where a winner cannot be reached within seven (7) working days of the draw using the contact details provided, the Bank reserves the right to select an alternate winner through a re-draw.

8. General Conditions

- Participation in the Campaign is limited to natural persons meeting the eligibility criteria in Section 3; it does not extend to corporate or business borrowers.
- Prizes are not transferable, exchangeable, or redeemable for cash, except at the sole discretion of the Bank.
- The Bank reserves the right to substitute any prize (or component of the Grand Prize) with an item of equal or greater value, should the originally advertised item become unavailable.
- Any tax, duty, levy, or other statutory obligation arising from the receipt of a prize shall be the sole responsibility of the winning Participant, save where the law provides otherwise.
- The Bank reserves the right, at its sole discretion, to disqualify any entry or Participant found to have provided false, misleading, or fraudulent information, or who has otherwise not met the eligibility and refinancing rules set out in these T&Cs.
- The Bank reserves the right to amend, suspend, or terminate the Campaign, in whole or in part, at any time, subject to any necessary regulatory approval, including notifying the Lotteries and Gaming Board of Zambia of any material change.
- Standard loan terms, interest rates, fees, and charges applicable to the refinanced facility remain governed by the Bank's prevailing consumer lending pricing and loan agreement, independent of the Participant's entry into the Campaign.
- The decision of the Bank on all matters relating to eligibility, disqualification, and prize allocation is final and binding, and no correspondence will be entered into in this regard save as required by law.

9. Data Protection and Privacy

Personal information collected from Participants in connection with the Campaign will be processed by the Bank in accordance with the Data Protection Act No. 3 of 2021 and the Bank's internal data privacy policies. Information collected for loan processing and Campaign administration, including for Employer verification and CRB checks, will not be used for any purpose beyond loan processing, Campaign administration, and any related regulatory reporting, without the Participant's consent.

10. Regulatory Compliance

This Campaign, including the prize draw and promotional competition elements described herein, is subject to the approval of the Lotteries and Gaming Board of Zambia. The Bank will conduct the Campaign in accordance with any conditions attached to such approval, and in compliance with the Banking and Financial Services Act 2017, applicable Bank of Zambia directives, and all other relevant laws of Zambia.

