

TERMS AND CONDITIONS OF CLAIMING FREE BASIC ELECTRICITY (FBE) WITH SHOPRITE MONEY MARKET

By using Shoprite Money Market channels to claim FBE, users accept the terms and conditions below, as well as the Shoprite Money Market Account terms and conditions.

For any disputes or queries regarding FBE, please contact your local municipality or visit <https://www.eskom.co.za>

For any queries relating to Shoprite Money Market, please phone the Support Desk on 0860 010 709, or email: help@moneymarketaccount.co.za

1. What is FBE?

FBE is the amount of free basic electricity units that Eskom considers as enough to run basic lighting, basic media access, basic ironing and boil water using an electrical kettle. It is a South African government initiative, implemented by Eskom and some South African municipalities, whereby electricity units are allocated to certain qualifying indigent or low-income households free of charge.

2. Who qualifies for FBE?

- 2.1. Households must meet certain criteria to qualify as FBE beneficiaries. Households ~~could maybe~~ qualify for FBE if they:
 - 2.1.1. have a prepaid electricity meter;
 - 2.1.2. are registered as indigent with the local municipality; and
 - 2.1.3. receive other free basic services, for example water.
- 2.2. Customers must contact their local municipal office, local ward councillor or a Community Development Worker to find out if they qualify and how to apply for FBE.
- 2.3. Only municipalities can identify and decide who qualifies for FBE. Beneficiaries are then approved by Eskom to collect FBE tokens on a monthly basis from Eskom vendors, such as Shoprite Money Market.
- 2.4. Shoprite cannot influence, does not have any say in, and cannot be held responsible for any decisions made by municipalities and Eskom about who qualifies for FBE.

3. How much FBE is available and for how long?

- 3.1. Even if more than one person in the same household obtains a FBE token, only one FBE token can be loaded (and will work) on a prepaid electricity meter per month.
- 3.2. Beneficiaries must have a prepaid electricity meter in their house to use the FBE benefit.
- 3.3. FBE tokens are available from the first day of each calendar month and are valid only for that month. FBE tokens do not accumulate or carry over to the next month. If a FBE token is not used in the same month that it is issued to a beneficiary, it expires, is permanently lost and cannot be reissued.

- 3.4. The number of FBE units allocated to a beneficiary is decided only by the relevant local municipality. The maximum FBE is between 50kWh and 60kWh per beneficiary, but the number of FBE units allocated will vary. Beneficiaries will be charged and must pay for all the electricity that they use after they've used all their FBE units.
- 3.5. Shoprite does not influence, or have any say over how much FBE is allocated to beneficiaries. All questions and complaints must be directed to the relevant municipality.

4. How to claim FBE via Shoprite Money Market

- 4.1. To claim an FBE token at the Money Market kiosk in a Shoprite, Checkers, OK Food or Usave store, or via the Money Market website or Shoprite app, beneficiaries must follow these steps:
 - 4.1.1. select the FBE option;
 - 4.1.2. enter their prepaid electricity meter number;
 - 4.1.3. receive a FBE token code; and
 - 4.1.4. enter the FBE token code into the prepaid electricity meter as soon as possible.
- 4.2. Beneficiaries are responsible to keep their FBE tokens safe and not share it with anyone. If a beneficiary loses or misplaces their FBE token before loading it into their prepaid electricity meter, Shoprite cannot issue a replacement. The beneficiary must contact their local municipality for help.

5. System errors and electricity meter issues

- 5.1. If a FBE token request fails due to an invalid prepaid electricity meter number or any other issue, Shoprite cannot assist and is not responsible for resolving the issue. Customers must verify their details and contact their local municipality if they need help.
- 5.2. Shoprite cannot assist with and is not liable for any technical errors, electricity meter faults, or service interruptions relating to FBE or electricity supply.

6. FBE changes or cancellation

- 6.1. The FBE program is controlled and managed by the South African government and certain municipalities. Rules, eligibility criteria, and allocations may change at any time without notice.
- 6.2. Shoprite cannot be held responsible for any amendments, policy changes, or discontinuation of the FBE program.