



## Terms and Conditions of the “FoneYam My Story Competition” Competition

1. The name of the competition is **“FoneYam My Story Competition”** (the Competition”).
2. The promoter of the Competition is Tenacity Financial Services, a division of Pepkor Trading (Pty) Ltd (“the Promoter”).
3. The Competition will run from **Monday, 26 May 2025 to Thursday, 29 May 2025** (both days included) (“the Competition Period”).
4. To be eligible to enter the Competition a person must -
  - 4.1. be an active customer of FoneYam; and
  - 4.2. during the Competition Period, receive an invitation via WhatsApp from the Promoter to share their story of how their FoneYam Smartphone rental added value to their life.
5. A person who is eligible to enter the Competition must share their story by replying to the WhatsApp as provided for in 4.2 above, with a video or voice note of at least 30 (thirty) seconds (“Customer WhatsApp Story”).
6. A person who successfully submits their Customer WhatsApp Story by no later than **Thursday, 29 May 2025 at 23:59** will become a participant in the Competition. (“Participants”)
7. If a Customer WhatsApp Story is not submitted, or is unclear or incoherent, or is less than 30 (thirty) seconds, or describes anything that contravenes any South African laws (directly / indirectly), or in any form promotes discrimination or profanity (directly / or indirectly), or infringe on the rights of any person(s) (directly / indirectly), the Customer WhatsApp Story will be disregarded in the winner selection and such Participant shall be excluded from winning in the Competition.
8. Participants stand a chance to win 1 (One) of 10 (Ten) Ackermans Vouchers to the value of R 200 (Two Hundred Rand) each.
9. Entry is free but standard SMS and data rates apply. Participants may only enter the Competition once and may only win one prize in the Competition.
10. Subject to clause 11 below, 10 (ten) potential winners shall be randomly selected via a computer operated draw by latest **Tuesday, 3 June 2025**.
11. Upon selection of the potential winners, the Promoter shall review Participants’ Customer WhatsApp Stories and should a Participant’s Customer WhatsApp Story fall within one of the exclusions as per clause 7 above, an alternate winner shall be selected.
12. Any potential winner not excluded as provided for in clause 11 shall become a winner.
13. The Promoter will notify all winners that they have won by the latest on **Friday, 13 June 2025** via SMS. The notification SMS together with their electronic Ackermans Voucher shall be sent to the cell phone number on record with the Promoter.

14. The Ackermans Voucher must be utilised in accordance with Ackermans's rules regarding the use and expiry of vouchers ("Voucher Rules"). The Promoter shall not be liable to winners if the Ackermans Voucher is not used in accordance with the Voucher Rules.
15. By entering the competition and accepting any prize (if you are a winner), you agree to be bound by these terms and conditions.
16. The Promoter reserves their right to exclude a Participant from this Competition or to withhold payment of a prize to a winner should the Promoter become aware that a Participant is:
  - 16.1. a director, business partner (in relation to the Competition), employee, agent or consultant of the Pepkor group of companies, its affiliates/divisions/subsidiaries or any other person who supplies goods or services in connection with the Competition;
  - 16.2. a spouse, life partner, parent, child or sibling, immediate family member, business partner or associate of the persons specified in clause 16.1 above.
17. All prizes in the Competition are not transferable and cannot be redeemed for cash.
18. The Promoter does not accept responsibility or liability for any loss or damage and will also not be responsible or liable for any further expenses or fees required for the purpose of using, applying, participating or enjoying the prize won in this Competition unless otherwise stated in the Competition terms and conditions.
19. The Promoter reserves the right to refuse the payment of a prize to any winner, regardless of the successful entry into the Competition, who it decides (in its sole discretion) has violated the terms and conditions of this Competition, or who has participated herein using suspected fraudulent means or dishonest information or who enters using false information by robotic, automated or like means.
20. The Promoter reserves the right to vary, suspend, postpone or terminate the Competition and any prizes, or any aspect thereof, for any reasons whatsoever and without notice. In such event, you hereby waive any rights or expectations which you may have against the Promoter and acknowledge that you will not have any recourse or claim of any nature against the Promoter.
21. Customer WhatsApp Stories shall be used by the Promoter within the Pepkor Group of Companies for the purpose of training employees of the Pepkor Group of Companies on customer satisfaction.
22. These Terms and Conditions and additional Competition information is available at [www.foneyam.co.za](http://www.foneyam.co.za).