

## Terms and Conditions of Stratco Customer Feedback Promotion.

1. Information on how to enter and the prize form part of these Terms and Conditions. Participation in Stratco Customer Feedback Competition ("**Competition**") is deemed acceptance of these Terms and Conditions.

### ***Promoter***

2. The promoter is Feedback ASAP Pty Ltd (ABN 53 146 056 331) Level 3, 24 Albert Road, South Melbourne VIC 3205.

### ***Competition Period***

3. The period of this Competition begins at 12:00:00am (AEDT) on 1<sup>st</sup> of October 2019 and ends at 11:59:59pm (AEST) on 15<sup>th</sup> September 2020. ("**Competition Period**").

### ***Eligibility to Enter***

4. Entry is only open to Australian residents aged 18 years and over who are current and former customers of Stratco who have received a promotional SMS or email from the Promoter.
5. Employees (and their Immediate Family Members) of the Promoter or of Stratco, or any related body corporate of the Promoter or Stratco as well as any agency associated with this Competition are ineligible to enter. Immediate Family Members means any of the following: spouse, ex-spouse, de-facto, ex-de-facto, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.

### ***How to Enter***

6. To enter the Competition, an eligible entrant must complete one of the following mechanics during the Promotional Period:
  - (A) SMS Entry: (i) reply to the SMS that they receive from the Promoter with the word 'YES' in their reply SMS to receive an instant automatic call back. The automatic call back will be an automated phone survey; and (ii) answer all questions in the automated phone survey as prompted. SMS entry cost will vary dependent on the mobile network used but will not exceed 55c. SMS entries via the Internet are ineligible.
  - (B) 1800 Entry: (i) call the designated 1800 number sent to them in the SMS they receive from the Promoter; and (ii) answer all questions in the automated phone survey as

prompted including their contact phone number (mobile phone number). The entry when calling the 1800 number is free from a landline.

(C) Website Entry: (i) click on the link provided in the email or sms that they receive from the Promoter to be directed to the promotional website; and (ii) input the requested personal details and answer all the questions in the survey as prompted on the promotional website and submit the fully completed survey.

7. For the sake of clarity, the entrant will be the person whose name is registered on the Stratco account relevant to the mobile phone number submitted on entry (for 1800 entry), the mobile phone used to enter (for SMS entry), or email address (Website Entry)
8. Only one (1) entry permitted per feedback request.

### **Prize Draws**

9. Entries open and close for the draw on the dates and times specified in the table below. The prize draws will be conducted by Feedback ASAP Pty Ltd Level 3, 24 Albert Road, South Melbourne VIC 3205 at 11:00am AEDT on the dates specified in the table below

<b>Prize Draw</b>	<b>Entries Open</b>	<b>Entries Close</b>	<b>Draw Dates</b>
1	12:00:00am (AEDT) 01 October 2019	11:59:59pm (AEDT) on 15 March 2020	23 March 2020
2	12:00:00am (AEDT) 16 March 2020	11:59:59pm (AEST) on 15 September 2020	23 September 2020

10. The winner of each prize draw period will be notified by telephone or email within two (2) days of the draw. If the winner is located in the ACT they will be contacted by mail. The winner's name will be published on [www.stratco.com.au](http://www.stratco.com.au) within 7 days of the relevant draw.

### **Prize**

11. One valid entry drawn from each prize draw will win a \$1,000 Stratco Gift Card.
12. The Stratco Gift Card will be posted to the winner by registered mail and is valid for 12 months from the dates of card issue. The Stratco Gift Card is subject to its terms of issue. Refer to gift card policy. The Promoter accepts no liability for a defective Gift Card however, if necessary, will provide reasonable assistance to a winner to ensure a replacement Stratco Gift Card is provided.
13. Any ancillary costs associated with redeeming the Stratco Gift Card not included. Any unused balance of the Stratco Gift Card will not be awarded as cash. Redemption of the Stratco Gift Card is subject to any terms and conditions of the issuer including those

specified on the Stratco Gift Card. Refer to Stratco gift card policy <https://www.stratco.com.au/support/gift-card-policy> .

### ***Unclaimed Prize Draw***

14. If a prize is still unclaimed after three calendar months of the original prize draw, the Promoter will conduct a further draw for the prize, subject to any directions from any regulatory authority. The unclaimed prize draw will be conducted at the same time and place as the original draw. The dates for the draws would be on 23 June 2020 and 23 December 2020.

The winner of an unclaimed prize draw will be notified by telephone or email within two (2) days of the draw. If the winner is located in the ACT they will be contacted by mail. The winner's name will be published on [www.stratco.com.au](http://www.stratco.com.au) within 7 days of the prize draw

### ***General***

15. This is not a game of skill. Each prize winner will be selected by Feedback ASAP Pty Ltd at random through an automatic selection process.
16. Incomplete entries will be deemed invalid and removed from the draws. The promoter's decision is final, and no correspondence will be entered into.
17. The total value of the prize pool is AU\$2,000.
18. The prize is not transferable or exchangeable and cannot be taken in any other form (including not being able to be taken as cash).
19. Subject to the unclaimed prize draw clause 14, if for any reason a winner does not take possession of their prize by the times stipulated by the Promoter, then the prize will be forfeited.
20. The draw will be conducted by Feedback ASAP, Level 3, 24 Albert Road, South Melbourne VIC 3205.
21. This Competition is authorised under: NSW permit no. LTPS/19/38604
22. Any entrant (who the Promoter automatically enters into the Competition when they provide Feedback) who no longer wishes to participate in the Competition can email [support@feedbackasap.com](mailto:support@feedbackasap.com) and request for their entry to be removed from the relevant draw.

### ***Liability, Indemnity and Warranties***

23. Subject to regulatory requirements, the Promoter may cancel, modify, suspend or delay the Promotion at any time if something happens that is beyond its reasonable control, including for any technical or operational reason or by reason of anything which corrupts or affects the administration, security, fairness, integrity or proper conduct of this Promotion.
24. Costs associated with completing the survey remain your responsibility and may vary depending on the telecommunications provider used.

### ***Privacy***

25. The Promoter may collect and use personal information submitted by you for the purpose of conducting the Promotion. Personal information may be provided to third party organisations, including but not limited to agents, contractors and service providers that assist in maintaining the survey functionality and/or conducting the Promotion, and, if required may be provided to Australian regulatory authorities. You can stop this information being used for this purpose by contacting the Promoter. All personal information will be stored at the office of the Promoter. A copy of the Promoter's Privacy Policy in relation to the treatment of personal information collected can be found at [www.feedbackasap.com](http://www.feedbackasap.com)