

New Mco-opCash (5.0) Registration Campaign - Terms & Conditions

The following terms and conditions apply to the **New Mco-opcash (5.0) Registration Campaign** and by participating, you will be deemed to have read, understood, and accepted the same:

1. Campaign period

The New Mco-opCash (5.0) Registration Campaign will run from 23rd May 2022 to 22nd June 2022

2. Eligibility

- The campaign is only open to a selected group of 3,000 Co-operative Bank of Kenya (Co-op Bank) account holders whose data was migrated from the old Mco-opcash (4.0) to the New Mco-opcash (5.0) between March 2022 and April 2022.
- The 3,000 eligible customers will receive an SMS from the bank inviting them to participate in the campaign.
- Co-op Bank staff are not eligible for the rewards
- Co-op Bank reserves the right to determine participant eligibility beyond the campaign parameters and to amend the eligibility criteria at any time

3. Guidelines of the campaign:

- The 3,000 eligible customers will receive an SMS from the bank inviting them to participate in the campaign.
- Among the 3,000 eligible customers, airtime worth Kes 100 shall be rewarded to each of the first 1,000 customers who successfully register and log in to the New Mco-opcash (5.0) between 12.00am on 23rd May 2022 and 11.59pm on 22nd June 2022.
- The airtime will be automatically loaded into the customer's Airtel or Safaricom mobile number which is registered on Mco-opcash.

- The Bank will only reward customers who successfully register and log in to the New Mco-opcash (5.0). Successful registration and log in will be determined by the customer being able to view their account(s)
- A customer cannot be rewarded for multiple registrations or log ins. This will be determined by unique ID per customer i. e. one customer, one ID.
- Customers who are rewarded with the Kes 100 airtime will get an SMS notifying them of the reward.

4. How to participate in the campaign

The campaign is only open to a selected group of 3,000 eligible Co-operative Bank of Kenya (Co-op Bank) account holders whose data was migrated from the old Mco-opcash (4.0) to the New Mco-opcash (5.0) between March 2022 and April 2022.

The 3,000 eligible customers will receive an SMS from the bank inviting them to participate in the campaign. If you are selected to be among the eligible customers and you receive the SMS invitation from the bank, you may participate in one of the following ways:

Option A: Register and Log in using the Mco-opCash App:

1. Pick one of your valid CO-OP BANK ATM CARDS
2. Go to play store or Apple-store or Huawei App Gallery and download the MCO-OPCASH APP
3. Click on REGISTER at the top right side of the page
4. Enter your details – Phone Number, ID type, ID number, Email address; ATM Card details. Ensure these details are the same ones that you used to open the account
5. Create a username, password and select security features
6. You will receive an SMS confirmation that registration is complete, and an activation link will be sent to your registered email address
7. Open your email and click on the activation link
8. Login and start transacting

Option B: Register and Log in using *667#

1. Step 1 Enter ID/Passport/Service Number/Alien ID
2. Step 2 Enter your existing Mco-opcash PIN
3. Step 3 Enter New PIN
4. Step 4 Confirm New PIN

Option C: Register at the nearest Co-op Bank branch:

1. Visit your nearest Co-op Bank branch a valid National ID or Passport (the one you used to open your Co-op Bank accounts)
2. Pick the ticket for MCO-OPCASH REGISTRATION
3. The customer service staff will register you and guide you on how to log in

Your successful registration and log-in will be captured immediately by the Mco-opcash system and you will get rewarded according to the guidelines of the campaign

6. Other terms and conditions

1. The Co-operative Bank of Kenya reserves the right to determine eligibility of participants, to verify the validity of entries and disqualify any entrant who is not deemed viable.
2. The reward is non-transferable
3. By participating in this campaign, the Co-operative Bank of Kenya (or their appointed agents) reserves the right to use the names and images of the participants in any publicity campaign.
4. In the event of any dispute regarding these Terms & Conditions and all other matters relating to the campaign, the decision by Co-operative Bank of Kenya Limited (or their appointed agent) shall be final.

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