



EnergyVision

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Terms and Conditions Loyalty Programme
Version 9 June 2026

Terms and Conditions Loyalty Programme

Article 1. Purpose

- 1.1** EnergyVision offers its residential and Small Professional customers a loyalty programme (hereinafter: the “Programme”) with the aim of rewarding customers for their trust and long-standing relationship with EnergyVision.
- 1.2** The benefits do not form an integral part of the energy price and are granted as an additional commercial benefit.

Article 2. Definitions

For the purposes of these terms and conditions (the “Terms and Conditions”), the following terms shall have the meanings set out below:

- 2.1** Consumer: any natural person who purchases electricity and/or fossil gas and/or related products for his or her own household use, excluding commercial or professional activities.
- 2.2** EnergyVision: EnergyVision NV, with registered office at Kortrijksesteenweg 1071, 9051 Ghent, registered with the Crossroads Bank for Enterprises under enterprise number 0563.854.664. E-mail address: hello@energyvision.be and telephone number: 09 38 38 296.
- 2.3** Customer: any Consumer or Small Professional Customer with an active energy contract with EnergyVision who falls within the scope of these Terms and Conditions.
- 2.4** Small Professional Customer: separately for electricity and fossil gas, any natural or legal person who purchases electricity or fossil gas, partly or exclusively for professional purposes, and whose annual consumption for all of its offtake points on the transmission or distribution grid is less than 50 MWh of electricity or fossil gas.
- 2.5** Loyalty Anniversary: the annual anniversary of the earliest start date of the physical supply of energy per supply address and per Customer, irrespective of the product concerned (including but not limited to group purchases, electricity or gas), provided that such supply forms part of one uninterrupted supply chain.

Article 3. Scope

- 3.1** The Programme is open to residential Consumers (B2C) and Small Professional Customers with an active energy contract with EnergyVision who meet the conditions of these Terms and Conditions.
- 3.2** Participation in the Programme is automatic and does not require separate registration.

Article 4. Structure of the Programme

- 4.1** The Programme may comprise the following different types of benefits:
- Loyalty discounts;
 - Birthday gifts;
 - Referral benefits; and/or
 - Benefits via EnergyVision partners.
- 4.2** The specific content, modalities, availability, duration and value of these benefits are determined autonomously by EnergyVision. EnergyVision will communicate the specific modalities of these benefits in due time through its usual communication channels, including e-mail, the customer zone and/or its website.
- 4.3** Where specific or special conditions are published for a particular benefit, those specific or special conditions shall prevail over these Terms and Conditions to the extent that they derogate from them. If no specific or special conditions are published, these Terms and Conditions shall continue to apply.
- 4.4** EnergyVision reserves the right to determine whether and to what extent these benefits may be combined with one another.



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Article 5. Loyalty discount

- 5.1** Accrual of loyalty - Customers may claim a loyalty discount if customer loyalty has accrued, which arises under the following cumulative conditions: (i) per supply address, (ii) from the start of the physical supply of energy, and (iii) provided that there is an uninterrupted supply relationship. Any interruption in supply shall therefore result in the loss of accrued loyalty.
- 5.2** Award conditions - The loyalty discount shall only be awarded if, three months after the Customer's Loyalty Anniversary, the Customer cumulatively satisfies the following conditions:
- has an active electricity contract with us on the Loyalty Anniversary (not a group purchase contract);
 - has not yet notified the termination of his or her electricity contract;
 - has no outstanding or unremedied notices of default; and
 - has not received a welcome discount in the previous 12 months.

If the conditions are not met cumulatively, the loyalty discount for the year concerned shall lapse by operation of law and without any right to compensation.

- 5.3** Payment - The loyalty discount shall in principle be paid three months after the Loyalty Anniversary. Payment shall be made by bank transfer to the bank account that is active and known in EnergyVision's systems at that time. If payment is not technically possible, EnergyVision reserves the right to set off the amount due against the next settlement invoice. The loyalty discount shall not be granted or paid pro rata. The loyalty discount cannot be combined with the welcome discount. In the event of concurrence, the welcome discount shall always take precedence, regardless of which amount is higher.

Article 6. Birthday gift

- 6.1** Award conditions - The Customer may claim a birthday gift if he or she has an active energy contract with EnergyVision on his or her personal birthday. For the birthday gift, active supply of any EnergyVision product is sufficient; this benefit may therefore also be available to Customers with a group purchase product. The birthday gift shall, however, only be awarded if the physical supply at the relevant supply address has actually started. In addition, on the day on which the birthday gift is chosen or claimed, the Customer must not have any outstanding or unremedied notices of default. If these conditions are not met, the right to the birthday gift for that year shall lapse.
- 6.2** Limitations - A maximum of one birthday gift may be awarded per e-mail address and per customer number per 365-day period. This limitation applies, among other things, to prevent abuse. The choice of birthday gift is final and cannot be exchanged, redeemed for cash or changed afterwards. The birthday gift must be chosen and claimed within 30 days after the personal birthday. After expiry of that period, the right to the birthday gift shall automatically lapse without any right to compensation. The failure to choose or use the birthday gift, or to do so in due time, is the responsibility of the Customer. A birthday gift may, where expressly provided, be combined with a welcome discount.

Article 7. Referral benefits

EnergyVision may offer referral benefits within the framework of the Programme. Separate or specific campaign conditions shall apply to such benefits.

Article 8. Partner benefits and always-on partnerships

Within the framework of the Programme, EnergyVision may offer benefits through third parties or commercial partners. These partner benefits are always subject to availability, technical possibilities and the conditions of the partner concerned. EnergyVision does not guarantee that partner benefits will be permanently available. If this cannot be fully enforced technically, it may occur that a Customer still has access to a partner link or generic URL without this automatically meaning that the Customer is still entitled to the benefit concerned. EnergyVision reserves the right to limit, amend or discontinue such partner benefits at any time.



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Article 9. Non-payment, notice of default and exclusion

Customers with outstanding notices of default or who are in a state of non-payment are not entitled to benefits under the Programme. If, at the relevant assessment time, a Customer does not meet the payment conditions, the benefit concerned shall lapse for that year or for the campaign concerned. EnergyVision may also exclude a Customer who is in default from participating in the Programme, temporarily or permanently.

Article 10. Abuse, fraud, errors and recovery

EnergyVision reserves the right to correct, withdraw or recover benefits that have been awarded, announced or already paid in the event of abuse, fraud, sham arrangements, material errors, calculation errors, processing errors or other inaccuracies. In such cases, EnergyVision may, after prior notice, rectify the situation by, among other things, not paying the benefit concerned, recovering it or setting it off against future payments or outstanding amounts. In the event of fraud or serious abuse, EnergyVision may exclude the Customer concerned from the Programme.

Article 11. No vested rights

The Programme is a commercial benefit offered voluntarily by EnergyVision. Participation in the Programme or the previous award of a benefit does not create any vested right to future benefits, to a particular value of a benefit or to the continuation of a particular campaign in the future. EnergyVision does not undertake any obligation to achieve a result or to maintain the availability, scope or duration of any benefit within the Programme.

Article 12. Term, amendment, suspension and discontinuation of the Programme

12.1 The Programme is offered for an indefinite term.

12.2 EnergyVision reserves the right to amend the Programme, its conditions, the nature of the benefits, the value of the benefits, the award conditions and the participation modalities at any time. Amendments shall enter into force two months after publication or notification to the Customer, unless a mandatory legal or operational reason justifies a different term.

12.3 EnergyVision may also suspend or terminate the Programme and shall, in principle, notify the Customer thereof at least two months in advance by letter or e-mail.

12.4 In the event of discontinuation of the Programme, the Customer shall not be entitled to any damages or other compensation solely on account of that amendment, suspension or termination.

Article 13. Contact

For all communications, questions or complaints, the Customer may contact EnergyVision's customer service via:

- Letter: Kortrijksesteenweg 1071, 9051 Ghent;
- Telephone: 09 38 38 296;
- E-mail: hello@energyvision.be

Article 14. Data protection

EnergyVision is the controller for the processing of personal data in the context of the performance of the Programme. By accepting these Terms and Conditions, the Customer acknowledges having taken note of EnergyVision's Privacy Statement, which the Customer can find via the link www.energyvision.be/privacy-beleid. For any question regarding the processing of his or her personal data, the Customer can contact us via privacy@energyvision.be or by post at EnergyVision, attn. Data Protection Officer, Kortrijksesteenweg 1071, 9051 Ghent.



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Article 15. Severability

15.1 The nullity or unenforceability of one or more clauses of these Terms and Conditions shall not affect the validity or enforceability of the remaining clauses of the Terms and Conditions.

15.2. If valid compliance with the Terms and Conditions or any part thereof is no longer possible as a result of a final and binding judicial or other decision of a competent court, commission, government service or similar institution having jurisdiction over the parties, EnergyVision undertakes, to the best of its ability, to adapt the Terms and Conditions in the spirit of these Terms and Conditions so as to replace the null, invalid or impossible-to-perform provision with a valid or enforceable provision.

Article 16. Applicable law and dispute resolution

16.1 Belgian law applies.

16.2 Without prejudice to the jurisdiction of the Belgian courts and tribunals, the Customer may, in the event of a dispute, also contact the Federal Ombudsman Service for Energy. However, it may only intervene after the Customer has first tried to find a solution together with our customer service. The Customer must submit the complaint in writing:

- By completing the web form on the website (<https://ombudsmanenergie.be/nl/klacht-indienen>);
- By e-mail to the following address: klacht@ombudsmanenergie.be;
- By fax to number 02 211 10 69;
- By ordinary letter to the attention of the Ombudsman Service for Energy, King Albert II Boulevard 8 box 6, 1000 Brussels.

The Ombudsman Service can also be reached by telephone at 02 211 10 60 and can register the complaint in writing if the Customer so requests. If the Customer has concluded the energy contract electronically, the Customer, as a Consumer, may also use the platform for online dispute resolution via https://consumer-redress.ec.europa.eu/index_en.