

GENERAL TERMS AND CONDITIONS FOR THE MI IBERDROLA LOYALTY PROGRAMME

Please read these terms and conditions carefully before registering for the Mi Iberdrola loyalty programme (“**Mi Iberdrola**”).

By registering with Mi Iberdrola you state that you are aware of and agree to be bound by these terms and conditions. Registration may be carried out through Iberdrola's main channels: Iberdrola Clientes S.A.U. mobile application (the “**Iberdrola Clientes App**”), customer service points and the customer service telephone number. Access to Mi Iberdrola is through the Iberdrola Clientes App available for iOS or Android owned by Iberdrola Clientes, S.A.U. Through the customer service points and the customer service telephone number, access will only be available for registration and consultation of programme information.

The general terms and conditions of use of the Iberdrola Clientes App accepted at the time of registration and the privacy policy available on the Iberdrola Clientes, S.A.U. website (www.iberdrola.es) are also applicable to Mi Iberdrola and complement these general terms and conditions.

In addition, Iberdrola Clientes, S.A.U. (“**Iberdrola**”) may complement these terms and conditions for each of the discounts, benefits, promotions and/or services offered, with other specific terms and conditions established in each case within Mi Iberdrola, which will be notified to the user before the user opts to use them. In case of discrepancy between these general terms and conditions and the particular terms and conditions established for a discount, benefit, promotion and/or service, the provisions of the latter will prevail.

1. What is Mi Iberdrola?

Mi Iberdrola is a loyalty programme aimed at Iberdrola customers with a multitude of benefits and discounts.

Through Mi Iberdrola, Iberdrola customers that take part in the loyalty programme will receive information on discounts, benefits and/or promotions and will be able to benefit from them under the terms established in these terms and conditions.

This loyalty programme will be managed using the personal data and data relating to your contract previously provided by you in your existing relationship with Iberdrola.

2. Who can take part in Mi Iberdrola?

You must meet the following requirements in order to take part in Mi Iberdrola:

1. You must be an Iberdrola customer and have signed up for one of the following products:
 - a. Electricity supply contract (Tariff 2.0 TD) taken out exclusively through the channel aimed at the residential market
 - b. Electricity supply contract (Tariff 3.0 TD) as long as the holder is a natural person contracted exclusively through the channel aimed at the residential market.
 - c. Gas supply contract taken out exclusively through the channel aimed at the residential market (Tariffs RL1, RL2 or RL3)
2. Have an annual consumption registered in SIPS of all electricity supplies contracted with Iberdrola of less than 1 GWh per year and of all gas supplies contracted with Iberdrola of less than 5 GWh per year.
3. Do not owe any money to Iberdrola

Employees of the Iberdrola Group, groups entitled to special tariff and public companies and public law entities are excluded from taking part in Mi Iberdrola. Iberdrola reserves the right at all times to include new requirements for taking part in Mi Iberdrola.

The only Iberdrola products that can be used for Mi Iberdrola are:

- Electricity supply contract (Tariff 2.0DR)
- Electricity supply contract (Tariff 3.0TD) with a holder corresponding to a natural person
- Gas supply contract (Tariff RL1, RL2 or RL3).
- Smart Mobility Product: I+Pack Mobility
- Smart Solar Product: I+Pack Solar.

Once the customer registers in Mi Iberdrola, the system will automatically integrate all the products or services they have contracted and are eligible.

If the customer subsequently signs up for new products or services that are eligible for Mi Iberdrola, these will be automatically integrated. If the customer subsequently owes money to Iberdrola, they will not be able to sign up for any product, service or Smart product for as long as the debt persists.

3. What does Mi Iberdrola offer?

Mi Iberdrola offers exclusive discounts to customers by accumulating credit in a digital wallet when carrying out different actions that subscribing customers can redeem in accordance with that established in these conditions (the "Credit"), as well as discounts on purchases of top brands.

Customer levels:

- Mi Iberdrola: customers with a maximum of one electricity contract, any number of gas contracts and that has been a customer for less than one year.

- Mi Iberdrola Silver: customers with a maximum of one electricity contract, any number of gas contracts and that has been a customer for between 1 and 3 years.
- Mi Iberdrola Gold: customers with a maximum of one electricity contract, any number of gas contracts and that has been a customer for between 3 and 5 years.
- Mi Iberdrola Plus: customers who meet one of the following conditions:
 - customers with a maximum of one electricity contract, any number of gas contracts and that has been a customer for more than 5 years.
 - Customers with more than one electricity contract, regardless of how long they have been a customer.

A customer's length of time with Iberdrola is determined by their oldest active electricity or gas contract with Iberdrola.

Items that allow credit to be accumulated:

3.1 Welcome offer

€5 Credit in a single payment for registering in Mi Iberdrola, which will be added to the Balance at the time the contracted electricity or gas supply contract is integrated.

This offer may only be received once per customer.

3.2 Quarterly credits

Credits generated by signing up for and maintaining a series of products, as indicated below.

The amount of the credit balances will be as indicated in the General Terms and Conditions in force at the beginning of the corresponding quarter.

In no case may proportional shares of these Credits per quarter be received.

3.2.1 For signing up to electricity or gas and by customer level

Electricity or gas contracts with Mi Iberdrola Silver level customers:

€5 Quarterly credit for each electricity or gas supply contracted, which will begin to accrue Credit at the time of accessing this level.

Electricity or gas contracts as a Mi Iberdrola Gold customer:

€7.5 Quarterly credit for each electricity or gas supply contracted, which will begin to accrue Credit at the time of accessing this level.

Electricity or gas contracts with Mi Iberdrola Plus level customers:

€10 Quarterly credit for each electricity or gas supply contracted, which will begin to accrue Credit at the time of accessing this level.

Only a maximum total of 10 electricity or gas supply contracts per customer may be integrated into Mi Iberdrola.

3.2.2 For contracting for Smart products

€1 Credit per quarter for each Smart product or product in the Products and Services category that you have contracted and that are eligible for Mi Iberdrola in accordance with these terms and conditions, which will be added to the Credit at the same time as the credits corresponding to the contracting of electricity or gas products are received.

All quarterly credit payments for electricity, gas or Smart products contracts will be made every three months from the date the customer has been with Iberdrola.

The customer may not receive two quarterly credits in a period of time of less than 2 months.

3.3 Credit for electric vehicle charging

After each charge at an advantageous Iberdrola charging point, the amount corresponding to the following percentages of the final amount of the charging bill (including taxes), depending on the level of the customer, will be paid as an available credit:

- Mi Iberdrola Customers: 5% discount
- Mi Iberdrola Silver Customers: 10% discount
- Mi Iberdrola Gold Customers: 15% discount
- Mi Iberdrola Plus Customers: 20% discount

Customers can consult Iberdrola's advantageous charging points through the Iberdrola Public Charging App available for iOS or Android owned by Iberdrola S.A., using the "advantageous chargers" filter.

3.4 Credit for bringing a friend to Iberdrola

When there is an active promotion of Credit for bringing a friend, a customer registered in Mi Iberdrola (sponsor) will have the possibility of sharing a sign-up link with their acquaintances (sponsored customers) and both of them will benefit from additional credit in Mi Iberdrola.

This promotion is only valid for new customer sign-ups made through the sign-up link and provided that the sponsored customer fulfils the necessary conditions to register in Mi Iberdrola and that they actually register in the loyalty programme through the aforementioned link.

The credit that both the sponsored customer and the sponsor receive will depend on the sponsor's level in the Mi Iberdrola programme at the time the sponsored customer signs up.

- Mi Iberdrola sponsor level: Sponsor and sponsored customer receive €2 credit monthly during one year.

- Mi Iberdrola Silver sponsor level: Sponsor and sponsored customer receive €2,5 credit monthly during one year.
- Mi Iberdrola Gold sponsor level: Sponsor and sponsored customer receive €3 credit monthly during one year.
- Mi Iberdrola Plus sponsor level: Sponsor and sponsored customer receive €3.5 credit monthly during one year.

In order for both customers to receive credit payments, both customers (sponsor and sponsored customer) must have at least one active electricity contract at the time of payment and must not have been disconnected for more than 20 days since the first MGM payment was made.

A sponsor can have a maximum of 10 sponsored customers. A sponsored customer may only be a sponsor once a year and the sponsor/sponsored customer or sponsored customer/sponsor relationship may not be repeated.

3.5 Credit for one-off promotions

Iberdrola may grant credit to its customers in the form of one-off loyalty promotions. This credit may be added to the customer's available credit in a single payment or in periodic payments, depending on the nature of the promotion. The credit transfer method will be indicated in each promotion.

3.6 Cashback for the installation of a Charging Point

For those customers registered with Mi Iberdrola who install a charging point at their home, they may be granted a €500 cashback (*"refund of a percentage of the amount spent on purchases made credited directly to the holder's account"*) of Mi Iberdrola credit for a period of 5 years (€8.33 per month). The credit obtained with this promotion can be used in any contract that the customer has with Iberdrola.

The customer must meet the following conditions in order to enjoy the benefits of this promotion:

- Instal the Charging Point with Iberdrola
- Have the electricity supply contract associated with the Charging Point registered with Iberdrola
- Be up to date with the payment of the bills for the electricity supply contract associated with the Charging Point
- Have electronic billing activated for the electricity supply contract associated with the Charging Point
- Domestic use of energy from the electricity supply contract associated with the Charging Point
- Join Mi Iberdrola within a period of less than 3 months from the installation of the Point

- Self-employed persons and businesses are excluded from this Promotion.
- Iberdrola employees and customers with the right to a special tariff are excluded from this Promotion.
- Any other requirements that may be added in the terms and conditions of this Promotion.

4. How does the credit work?

4.1 Credit categories

The accumulated credit for the items indicated in these General Terms and Conditions is classified into the following categories:

1. **Available Credit:** Accumulated credit available for redemption by the customer.
2. **Credit in process:** Credit that has already been redeemed by the customer, pending to be credited to bills.
3. **12 month estimated credit:** estimate of the credit to be generated in the next 12 months if the terms and conditions for each item of credit generation are maintained.
4. **Bill discount:** Credit balance that has already been redeemed by the customer and that has been credited to the customer on one of their bills.
5. **Credit close to expiry:** Credit available which will expire in 6 months if not redeemed by the customer.

4.2 How to use the credit

You will be able to use the credit available for:

Discounts on bills

Through the Iberdrola Clientes S.A.U. App, customers can exchange the credit balance available on any of their electricity or gas supply contracts. The entire available credit will timely become a credit in process and redeem in next bills of the selected electricity or gas supply.

The amount of the discount will be applied to all those items that do not correspond to taxes, which in no case may be discounted.

In the event that the credit in process cannot be discounted in its entirety on a bill, the remaining credit will be discounted on the next bill issued for the same contracted electricity or gas supply.

As the credit in process is discounted on bills, it will become a redeemed balance or a Mi Iberdrola Discount.

Under no circumstances will the accumulated credit entitle the holder a right to receive such amount in cash or any other form of payment. It may only be used in the ways provided for in these terms and conditions.

4.3 Expiry of the credit

Each accumulation of available credit will expire 12 months after it is obtained.- Once expired, the credit will be deleted and cannot be used.

4.4 Blocking the credit

If the Mi Iberdrola customer generates debt with IBERDROLA, their credit will be blocked and cannot be redeemed until the debt is settled, although the credit will continue to accumulate and will expire under the same terms established in these terms and conditions.

5. What happens if a product is cancelled? What if there is a change of contract holder?

If a product or service that accumulates a credit is cancelled:

1. That product or service will cease to accumulate credit.
2. The available credit accumulated by the customer will not be affected as long as the customer has a valid electricity or gas supply contract with Mi Iberdrola, otherwise, the entire available credit will be lost.
3. The credit in process will be lost if the contracted electricity or gas supply for which the customer has selected to redeem the credit is cancelled.

If there is a change of holder of a product or service that accumulates credit, the new holder will have to register the product or service in Mi Iberdrola under the terms established in these terms and conditions so that they can begin to accumulate credit. In no case will the credit be transferred from one holder to another.

In the event of cancellation of all the products signed up for and participating in Mi Iberdrola, the customer will lose all the credit available and in process.

6. How to request cancellation from the Mi Iberdrola programme?

The customer may request to cancel the programme by contacting any of the Customer Service telephone numbers: 900 225 235, 91 919 52 73 or 94 646 01 25 or at your closes Customer Service Point.

7. Other general and conditions

These terms and conditions will remain in force and apply for the period indicated in the heading. If no new terms and conditions are published by the end of the

indicated period, unless otherwise stipulated by IBERDROLA, these will be understood to be extended for a period of the same duration as the previous one. These terms and conditions replace the previous Mi Iberdrola terms and conditions.

The discounts and benefits of Mi Iberdrola will not be compatible or cannot be accumulated with other IBERDROLA promotions.

The territorial scope of the Mi Iberdrola loyalty campaign is Spain.

The credit obtained with Mi Iberdrola is a commercial discount promotion that is not considered a financial payment system in accordance with the applicable regulations.

IBERDROLA reserves the right to end the Mi Iberdrola loyalty campaign at any time.

Iberdrola reserves the right to partially or totally amend these terms and conditions, its discounts, benefits, promotions and/or services offered, without this giving rise to any right to compensation of any kind, which will be notified to users registered in Mi Iberdrola.

Taking part in Mi Iberdrola implies the acceptance of these general terms and conditions in their entirety, so that any statement to the effect of not accepting them will imply exclusion from Mi Iberdrola

Any action or omission by the customer registered in Mi Iberdrola that is fraudulent, contrary to good faith or that does not respect these general terms and conditions or the applicable regulations will entitle IBERDROLA to refuse to provide that customer with any discount, benefit, promotion and/or service offered in Mi Iberdrola

The sending of orders and instructions through Iberdrola's different channels to carry out the actions envisaged in Mi Iberdrola will be considered to be an authorised signature of the customer and will have full legal effectiveness.

In the event that you consider or have reason to believe that an unauthorised third party has gained access to your Iberdrola App or the Customer Area, you must notify Iberdrola immediately and assume all liability arising from the misuse and/or handling of access to it.

Iberdrola reserves the right to suspend or cancel all or part of your Iberdrola App or Customer Area user account or your access to Mi Iberdrola if its security is compromised or if fraudulent or unauthorised use has taken place or it has reasonable suspicion of such use.

IBERDROLA is not responsible for possible losses, damage, theft, delays or any circumstance attributable to third parties that may affect your participation in Mi Iberdrola.

These general terms and conditions and their possible interpretation will be subject to Spanish law and to the Courts of the city of Madrid.

8. Do you have any questions?

If you have any questions regarding these terms and conditions, please contact Iberdrola through our usual channels on 900 225 235 or -mail to clientes@tuiberdrola.es