

SWANN Customer Feedback Survey

\$500 Prezzy card Promotion Terms and Conditions

- This Swann Insurance Customer Feedback Survey promotion is conducted by Swann Insurance (“**Swann Insurance**”) Research & Insights, a business division of IAG New Zealand Limited, NZI Centre, 1 Fanshawe Street, Auckland 1010, New Zealand (“**IAG**”).
1. Information on how to enter and Prizes form part of these terms and conditions.
 2. By participating in the promotion, entrants agree to be bound by these terms and conditions.
 3. The promotion commences on 2nd July 2015 and closes at 11:59pm on 19th July 2015 (“**Promotion Period**”).

Eligibility

4. Entry is open to Swann Insurance customers who:
 - a) receive the customer feedback survey email from Swann Insurance;
 - b) are residents of New Zealand; and
 - c) who are 16 years of age or over.
5. Employees of IAG and agencies associated with this promotion, and their immediate families, are ineligible to enter.

Entry

6. To enter this promotion participants must complete the Swann Insurance customer feedback survey during the Promotion Period by:
 - a) Clicking the survey link in the survey email;
 - b) answering the survey questions; and
 - c) submitting their survey response before the closing date specified in the survey email.
7. There is a limit of one entry per person.

Prizes

8. There are three (3) prizes available to be won. Each prize consists of one (1) \$500 (inclusive of GST) Visa Prezzy Card (“**Prize**”). Each Prize is the sole responsibility of the Prize winner.
9. The Prize draw will take place within 10 working days after the end of the Promotion Period (“**Prize Draw**”). The first three (3) valid entries drawn will each receive one (1) Prize (“**Prize Winner**”).
10. The Prize Winners will be notified by Swann Insurance by phone, email or letter within five working days of the Prize draw. The Prize will be couriered to the Prize Winner within 10 working days of the Prize Draw.
11. If a Prize Winner cannot be contacted after reasonable efforts have been made by Swann Insurance within 7 days of the date of the Prize Draw, Swann Insurance may re-draw the Prize from all remaining eligible entries.

- Swann Insurance will not be liable to any person for any damage caused to any Prize, or if any Prize is lost or goes missing, after the Prize is dispatched for delivery to the customer.
12. The Prize is not transferable and cannot be exchanged for cash. Swann Insurance's decision is final and binding and no correspondence will be entered into.
13. Swann Insurance reserves the right to change the specifics of any Prize at its sole discretion. If Swann Insurance substitutes the Prize for any reason it will do so for a prize of equal or greater value.
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General

15. Swann Insurance reserves the right to terminate or amend any aspect of this promotion without notice at any time.
16. Swann Insurance is not responsible or liable for any Prize Winner's inability to use his/her Prize.
17. Swann Insurance takes no responsibility for any misdirected, lost, incomplete, damaged, corrupted, incorrectly submitted or late entries, or any human error, technical malfunctions, lost or delayed data transmission, computer or network failure, or any other interruption that may affect the conduct of this promotion or the Prize Draw.
18. Swann Insurance and its related bodies corporate will not be liable for any loss, damage or injury suffered or sustained (including but not limited to direct or consequential loss or loss arising from negligence) arising directly or indirectly out of or in connection with the promotion or any Prize.
19. Standard terms and conditions apply to the use of any Prize / Visa Prezzy Card and must be complied with by recipients of any Prize / Visa Prezzy Card. See www.prezzycard.co.nz

Privacy

- Information collected from all entries will be held by Swann Insurance. All entries become the property of Swann Insurance and will be destroyed by Swann Insurance following the conclusion of this promotion. Swann Insurance may contact any or all entrants using the contact details provided in their entries for the purpose of the promotion generally. Swann Insurance may disclose entrants' personal information to its contractors and agents in the course of conducting this promotion.
20. All entrants have the right to access and correct their personal information in accordance with the Privacy Act 1993 by contacting Swann Insurance in writing at the address above.
- 21.

22. The Swann Insurance Customer Feedback Survey is a confidential survey, governed by the Research Association NZ and Marketing NZ Code of Conducts.