

# Quarterly Prize Draw: Terms and Conditions

1. The Customer Advocate quarterly prize draw (“Prize Draw”) is open to all Moat Homes Limited (“Moat”) customers registered as an active Customer Advocate. Customer Advocates that have opted out of the programme or those who have requested a pause from the programme will not be eligible.
2. One Prize Draw will take place every three months.
3. The winner will be selected at random from all eligible Customer Advocates who have participated in an activity associated with the programme within the three-month period. Activities include, but are not limited to, online/paper surveys, focus groups, 121 interviews or workshops. Paper surveys must be returned by the deadline as set out within the survey to be eligible.
4. The winner must complete all aspects of the activity that they have been invited to participate in. For example, online/paper surveys must be completed in full – part completed surveys will not count.
5. The winner is expected to have provided a reasonable amount of time and effort in participating in and contributing to the activity. Where there is supporting evidence, Moat reserves the right to disqualify participants. In these instances, the concerns will be brought to their attention.
6. In the rare occasion that a Customer Advocate has used the programme to be deliberately offensive or aggressive, Moat reserves the right to remove the Customer Advocate from the programme and their participation will not count.
7. If the winner does not meet the eligibility criteria, another winner will be selected at random. This will be repeated until an eligible winner is identified.
8. Customer Advocates who want to opt out of the Prize Draw can do so at any time. For online/paper surveys, the explicit option to do so will be given during the process.
9. The winner must be 18 years of age or over and a resident of the UK.
10. The winner will be notified via telephone or email within 28 days of the draw date, unless they have requested an alternative communication channel.
11. The winner will be awarded a free £20 Amazon voucher, which can either be sent out by post or sent as an eGift voucher via email
12. The winner may be asked to participate in publicity or promotional activity organised by Moat, including promotional photographs, but participation is entirely at the winner’s discretion.
13. Moat may run separate prize draws for an individual task or activity (i.e., if they are in-depth and/ or highly time consuming) but all Customer Advocates will be notified of this ahead of participation. Only those Customer Advocates that proceed to participate in the specific activity will be eligible.
14. Moat reserves the right to withdraw the Prize Draw or amend these Terms and Conditions at any time without notice.