

AGL

Refer a Friend Offer

Terms and Conditions



AGL Refer a Friend Offer – Terms and Conditions

Start date: 8 December 2025

End date: 30 January 2026 unless varied or removed by AGL (**Offer End Date**). Any changes to this Offer will be updated in these Terms and Conditions and on AGL's Refer a Friend landing page

The Offer and Eligibility

1. The AGL Refer a Friend offer is an offer available to selected current AGL Energy customers (**Referrers**) who refer an eligible friend or family member (**Eligible Customer**) to an **Eligible Plan**. Eligible Referrers and Eligible Customers will receive a **Reward** if they meet the Terms and Conditions of this Offer.
2. An **Eligible Customer / Referee** is:
 - a. a personal friend or family member of the Referrer, and
 - b. a new or existing residential AGL customer in Victoria, New South Wales, Queensland or South Australia in an area where AGL operates, and
 - c. who:
 - i. for new customers – switches their home energy from another energy retailer by signing-up to an Eligible Plan by the Offer End Date, and remains on this Eligible Plan for at least 30 calendar days;
 - ii. for existing AGL customers – signs-up to an Eligible Plan at a second property / additional supply address, or when moving home, signs-up to an Eligible Plan at their new home address, by the Offer End Date, and remains on this Eligible Plan for at least 30 calendar days.
3. An **Eligible Plan** means the:
 - i. AGL Smart Saver Electricity Plan, and
 - ii. AGL Smart Saver Gas Plan.
4. Referees can only sign-up to an Eligible Plan via the dedicated AGL Refer a Friend Offer Digital Landing Page [here](#) or by calling 131 245, quoting "Refer a Friend" and providing details of the unique code provided to you by your Referrer.
5. When signing-up, the Referee must use the unique promotional code provided to them by the Referrer and remain on their Eligible Plan for at least 30 calendar days for the Referrer and Referee to be eligible for a Reward. Note that in signing-up using this unique code, the Referee's first name will be shared by AGL with the Referrer (Refer to the 'Privacy' section below for further details). If the Referee exercises their cooling off rights or cancels their Eligible Plan before 30 calendar days, the Referrer and Referee will not be eligible for a Reward.
6. Offer not available if the Referee is connecting a home to the electricity or gas network for the first time (also referred to as a New Connection).
7. Unless otherwise specified, Offer not available in conjunction with any other promotional offer or plan including but not limited to the following: The Good Guys, Westpac, Melbourne Victory, Port Adelaide, West Coast Eagles, St Kilda and AGL family and friend or AGL employee offers.
8. As this is a time limited Offer, AGL reserves the right to change these Terms and Conditions or withdraw the Offer at any time. If applicable, we'll let you know by posting revised Terms and Conditions on our website. The revised Terms and Conditions will apply to any Offer accepted following the variation of the Terms and Conditions.

Referral conditions

9. Referrers participating in this promotion will be provided with a unique promotional code. This code can only be shared with friends and family who:
 - a. have consented to receive the Offer, and
 - b. have a genuine personal and close relationship with the Referrer.Sending emails or SMSs to people without permission is considered spam. AGL discourages spamming. This is why the Referrer must ask each friend or family member for permission to send them an email or SMS about AGL's promotion, as set out at clause 9(a) above. If a Referrer receives any unsubscribe request, the Referee's request must be honoured within five working days.
10. In order to protect the integrity of this Offer and AGL's legitimate business interests, AGL may audit, verify or exclude Referrers and Referees from receiving a Reward if AGL reasonably believes that the Referrer or Referee has breached any Terms or Conditions of this Offer or has engaged in fraudulent or dishonest conduct.
11. Examples of instances where the Terms and Conditions of this Offer will be breached are:
 - a. the Referrer has shared their unique code with persons other than direct friends or family members (e.g. by publishing on social media or a publicly accessible website), or
 - b. the Referrer has sent the Offer to, or redeemed this Offer on behalf of the Referee, without the Referee's consent.

Reward

12. An Eligible Referrer may earn a \$50 AUD Prepaid Digital Visa gift card (**Digital Gift Card**) for each Eligible Customer they refer, up to a maximum of 20 Digital Gift Cards in total per financial year under this Offer. After receiving 20 Digital Gift Cards per financial year, while the Referrer can refer more family or friends, they are no longer eligible to receive further Gift Cards under this Offer.
13. An Eligible Customer / Referee may earn a \$50 AUD Digital Gift Card for each Eligible Plan they sign-up to, up to a total maximum of four Digital Gift Cards per Eligible Customer per financial year, based on a maximum of two Eligible Plans (being gas and electricity) across two supply addresses.
14. The Reward will be issued to each of an Eligible Referrer and Eligible Customer after an Eligible Customer remains on their Eligible Plan for at least 30 calendar days.

Digital Gift Card Conditions

15. The Digital Gift Card provided to Referrers and Eligible Customers is issued by Heritage and People's Choice Limited trading as Heritage Bank ABN 11 087 651 125 (**Heritage**) pursuant to a licence from Visa Worldwide PTE Ltd. Blackhawk Network Australia Pty Ltd (**Blackhawk**) (ACN 123 251 703) is Heritage's program manager for the Digital Gift Card on behalf of AGL Sales Pty Ltd trading as AGL (ABN 88 090 538 337). Your use of this Digital Gift Card is subject to the AGL Prepaid Digital Gift Card offer terms and conditions available here: <https://agl.com.au/visaterms>.
16. Individuals must have a smartphone to download and use the Digital Gift Card.
17. Your Digital Gift Card can be used anywhere Prepaid Visa Gift Cards are accepted online and in-store with contactless point of sale terminals. Your Digital Gift Card cannot be used as a credit card, linked to any deposit account or redeemed for cash. Your use of the Digital Gift Card is subject to the following Terms & Conditions and Excluded Merchants:
<https://incentivesgiftcard.com.au/terms-conditions/>
18. To redeem your Digital Gift Card, you will first need to register your details with the gift card provider.
19. Your Digital Gift Card is valid for 36 months from the date of issue. Your 16-digit Digital Gift Card number, expiry date and CVV will be displayed on screen and can be added to your digital wallet on your smartphone device. Your card balance and expiry date are also available free of charge at

www.myprepaidcentre.com.au or by calling 1800 778 619. At the expiry of the Digital Gift Card any unused balance will be forfeited. You will not receive notice prior to expiry.

- 20.** Eligible Customers must have provided a valid email address and mobile number. Customers who are unable to receive their Digital Gift Card via email will be sent a physical Gift Card. AGL will disclose each Eligible Customer's name and postal address to Blackhawk for the purpose of issuing any Gift Card via post.
- 21.** Subject to consumer rights, including under the Australian Consumer Law, neither AGL nor Heritage or Blackhawk is liable (including in negligence) for any delay in delivery or loss or theft of the Digital Gift Card, except liability which can't be excluded (which is limited to the greatest extent allowed by law).
- 22.** Individuals are responsible for ensuring that all personal details provided are correct. Except to the extent otherwise required by law, neither AGL nor Heritage or Blackhawk will be liable to you for any loss, damage, cost or expense incurred as a result of or in connection with your email address or phone number being incomplete or inaccurate.
- 23.** Any ancillary costs associated with redeeming a Digital Gift Card are not included. For the avoidance of doubt, there are no post-supply fees prohibited by the Australian Consumer Law associated with redeeming the Gift Card.
- 24.** Redemption of a Digital Gift Card is subject to any terms and conditions of the issuer including those specified on the Digital Gift Card.
- 25.** AGL reserves the right to have any Digital Gift Card cancelled if it reasonably suspects that it has been obtained or used fraudulently or illegally, or in breach of the Terms and Conditions of this Offer.

Privacy

- 26.** AGL may collect personal information about both the Referrer and Eligible Customer to enable it to provide this Offer in accordance with these Terms and Conditions. If the personal information requested is not provided, AGL cannot guarantee fulfilment of the Offer.
- 27.** By participating in this promotion, the Eligible Customer/Referee understands and consents that AGL will share their first name with their Referrer, for example, in a communication from AGL to the Referrer confirming which of the Referrer's friends or family members have signed up using their link.
- 28.** By participating in this promotion, the Referrer and Eligible Customer/Referee understands and consents to AGL collecting and using your personal information, and disclosing your personal information to our related entities, agencies, promotion partners (including Blackhawk) and other third parties where engaged to provide services in connection with this Offer, in order to provide you with this Offer and in accordance with our privacy policy available at www.agl.com.au/privacy-policy.
- 29.** You agree to provide your consent until such a time as it is withdrawn by giving notice to us. You can also access, update or correct any personal information held by AGL by contacting us using the details listed in our privacy policy.