SuperGold First-Visits Care Credit

Terms and Conditions

Trying homecare for the first time can feel like a big step, both for the older New Zealander who will receive it and for the family helping to arrange it. This offer is here to make that first step easier. Eligible SuperGold cardholders who book and pay for at least 4 hours of homecare through Mycare receive a $66 credit toward a later booking, added after at least 4 hours of homecare have been completed and approved. To take up the offer, sign up, find, choose, hire and pay a worker at Mycare www.mycare.co.nz. All terms of use for the Mycare platform (see www.mycare.co.nz/terms-of-service) apply in addition to these terms.

Having someone come into your home, or your parent's home, is a matter of trust, and we take that seriously. Workers at Mycare are vetted, you can keep the same familiar helper where possible, and you and your family stay in control of who comes and what help they provide. These terms explain how the offer works, who can use it, and how we look after your information.

1. Who provides this offer

This offer is provided and funded by pAI2 Limited (*"**pAI2", "we", "us", "our"** or **"Mycare**"*), the operator of the Mycare platform which connects older New Zealanders and their families with independent support workers and manages payments between them.

pAI2 is the party responsible for this offer. The SuperGold Card scheme and the Ministry of Social Development ("**MSD**") are not the providers of this offer and are not responsible for the care arranged through Mycare. pAI2 is not the provider of the care itself and does not employ the workers who deliver it. pAI2's role is to connect you with independent workers and to provide all the tools you need to manage and pay for your homecare.

2. The offer

New Mycare clients who book and pay for at least 4 hours of homecare with worker(s) hired and paid through Mycare (**Eligible Client**) will receive a credit of $66, including GST (**Credit**). The 4 hours may be a single visit or spread across more than one visit. The Credit is added by pAI2 to your Mycare account after at least 4 hours of homecare have been completed and approved — not at the time you book (see clause 4). Once applied, it is used toward the cost of homecare that an Eligible Client books through the Mycare platform. You do not have to use the Credit straight away; it stays on your

Mycare account and can be used on any booking, at any time up to the expiry date set out in clause 5.

The Credit is not redeemable for cash. It cannot be transferred to another person or account, and no change, cash payment or refund is given for any part of the Credit that is not used.

3. Who can use it

To qualify for the Credit an Eligible Client must:

a) hold a valid SuperGold Card when the booking is made to which the Credit applies;

b) have reached Mycare through the verified SuperGold link (this is how eligibility for the offer is established);

c) be a new Mycare customer who has not previously received homecare through Mycare;

d) set up a client account at Mycare (a family member or other person may be an organiser for that client account and may arrange the homecare for the Eligible Client);

e) use the Mycare platform to create a homecare job and publish it on the Mycare platform;

- book and pay for at least 4 hours of homecare through the Mycare platform for the published job, and deposit into your Mycare account the amount required to pay for that homecare. The 4 hours may be a single booking or spread across more than one visit;

f) be the person receiving the homecare, and approve payment to the worker through Mycare;

g) not be receiving this homecare through Individualised Funding — this offer is not available where the homecare is funded through Individualised Funding;

h) not have already received a Credit from us — the Credit is a one-time benefit for Eligible Clients who are SuperGold Cardholders.

4. How and when the Credit is applied

We may collect all reasonable information and carry out checks to confirm that the Eligible Client meets the conditions in these terms. Meeting the conditions in clause 3 is what qualifies you for the offer. The Credit itself is added after at least 4 hours of homecare have been completed and approved through Mycare — it is not applied when you book or pay. The Credit is added manually by our team, so please allow a few working days after those hours are approved for it to appear on your Mycare account. Once applied, the Credit is used against the homecare you pay for through Mycare, so your own money in your Mycare account goes further and you can get more homecare hours at Mycare. If the full Credit is not used at that time, the unused part stays available on your account and is applied to the next payments due under your Mycare account, until fully used or it expires under clause 5.

5. When the credit expires

The Credit expires, if not fully used, three years after the date it is applied to your account. Eligible Clients can use the Credit towards any homecare booked and paid for through Mycare up to that date. Any part of the Credit that is not used within that time will be removed from the Mycare account. Once the Credit has expired it cannot be reinstated.

6. When the offer is available

This offer is available for Eligible Clients who make a booking of at least 4 hours of homecare through the Mycare platform before 11:59 pm on **1st September 2027 (End Date)**. We may change all or any of these terms or withdraw the offer at any time, before or after the End Date, as set out in clause 12.

7. Trust and safety

- Information to empower you: Choosing to have someone provide homecare is an important step, there is a lot of information on the Mycare website to assist you, your family, and friends.
- Vetting: workers on Mycare go through identity checks, right to work check, Ministry of Justice criminal records check.
- A familiar face: the benefit of exercising choice is that you can arrange for the same worker to return, so you are not meeting someone new each visit.
- You stay in control: you and your family choose who comes, when they come and what help they provide, and you can meet a worker before you commit to anything.

8. Your privacy

We collect and look after personal information in line with the Privacy Act 2020 and the Health Information Privacy Code 2020 and the Mycare privacy policy at www.mycare.co.nz/privacy-policy applies to all personal information collected.

For this offer, your SuperGold Card is verified by the SuperGold Card scheme before you reach Mycare. Mycare does not see, collect or store your SuperGold Card number. Your eligibility for the offer is established by your reaching Mycare through the verified SuperGold link, together with our records showing that you are a new Mycare customer. To administer the offer we use the account information you give us when you sign up and the records of the homecare you book and pay for through Mycare. We do not share this information with any third party, except as described in our privacy policy or as needed to provide this offer and process your payments. We store this information securely and with restricted access, and we keep it only for as long as we need it for this purpose.

You have the right to ask to see the information we hold about you and to ask us to correct it. To do that, or to ask any question about your privacy, please contact customer support: email: hello@mycare.co.nz or phone +64 9 887 9777 between 08:00 – 16:30, or by post to Mycare, c/o pAI^2, 72 Taharoto Road, Takapuna, Auckland, 0626.

9. Your consumer rights

Nothing in these terms limits or takes away your rights under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986. Where those Acts apply, your rights under them stand alongside these terms and are not affected by them.

We have taken care to describe this offer clearly and accurately, and not to mislead you. If anything here is unclear, please ask us before you sign up.

10. Payment and workers

The Credit reduces the amount you pay toward homecare you arrange through Mycare. The Credit is funded by pAI2 and is not a reduction in any worker's pay. The Credit will be used to pay workers at the rate you agree to pay them for their homecare services to you. The Credit also pays for service fees charged for use of the Mycare platform by you and by the worker.

11. Fair use of the offer

This offer is for genuine new clients at Mycare who hold SuperGold cards. We may decline, withhold, reverse or recover the Credit if we reasonably believe the offer has been misused or claimed by someone who does not qualify. This includes where the person is not in fact a new Mycare customer, where a person tries to claim the Credit more than once, where a client and a worker are the same person, or where the homecare is funded through Individualised Funding. Where a booking funded through Individualised Funding is identified after a Credit has been applied, we may withhold or recover it.

12. Changes to, or withdrawal of, this offer

We may change these terms or withdraw this offer at any time. A change or withdrawal will not affect a Credit that has already been correctly applied to your account.

13. If you have a concern

If you have a concern about the homecare you receive, please contact us by email hello@mycare.co.nz or phone +64 9 887 9777 between 08:00 to 16:30. We take concerns seriously and will work with you to put things right. Any concern about the SuperGold Card scheme itself should be raised with MSD.

14. Governing law

This offer and these terms are governed by the laws of New Zealand, and the New Zealand courts have jurisdiction over any dispute relating to them.

15. About us and how to contact us

Contact our customer support team by **email**: hello@mycare.co.nz or **phone** +64 9 887 9777 between 08:00 – 16:30, **or by post** to Mycare, c/o pAI^2, 72 Taharoto Road, Takapuna, Auckland, 0626. mycare.co.nz