



Sam's Cash® Terms & Conditions

The Sam's Cash® Loyalty Rewards Program (the "Sam's Cash Program") is a rewards currency program that allows U.S. and Puerto Rico Sam's Club members to earn and redeem Sam's Cash, also referred to as "cash back rewards," on qualifying purchases (exclusions and restrictions apply) made in the U.S. and in Puerto Rico as set forth in the Sam's Cash Program Terms and Conditions. Marketing materials may refer to "Sam's Cash," "cash back rewards," or similar variations interchangeably to describe the rewards associated with the Sam's Cash Program. Participation in the Sam's Cash Program is automatic and subject to the Sam's Cash Terms and Conditions, the Sam's Club Membership Terms and Conditions, the Sam's Cash Bonus Offer Program terms, the Sam's Club Mastercard® program terms and other Sam's Club rules and policies that may be applicable, all of which are subject to change and may be revised without notice. Sam's Cash has no cash value until such time as the rewards are redeemed at a Sam's Club. Sam's Cash can only be redeemed by active Sam's Club members. Sam's Cash cannot be earned where application of the Sam's Cash Program would be prohibited by law or regulation. If your membership is inactive for more than 6 months, or is terminated or revoked, any remaining unused Sam's Cash balance may be forfeited and unavailable for use. Restrictions apply to earning and redeeming Sam's Cash. See Sam's Cash Program Terms and Conditions at SamsClub.com/TermsAndConditions.



**Just Energy Rewards for Active Sam's Club Members:
Exclusive Energy Plans, VIP Customer Service, Electronic Rewards, and more.**

Just Energy Rewards:

Effective June 1st, 2026 Just Energy Rewards will be sent to active club members as Sam's Cash®! All plans of 12 months or more are eligible for the reward as long as the eligibility criteria are met.

Just Energy Terms & Conditions

1. All products, services, and energy plans are offered, supplied, and performed by Just Energy. Just Energy is not affiliated with or endorsed by Sam's Club. Sam's Club has no obligation to perform any responsibilities of Just Energy, and Sam's Club does not guarantee the performance of Just Energy's obligations.

2. Welcome Reward: **Texas Customers:** You will receive \$45 in Sam's Cash® one month after your first bill on the eligible Just Energy plan is paid in full. **Non-Texas Customers:** You will receive \$45 in Sam's Cash® after you pay your first utility bill in full with Just Energy as your electricity and/or gas supplier.

Non-Texas Customers enrolled in both electricity and gas plans will receive \$90 in Sam's Cash® after paying the first utility bill in full.

3. Anniversary Reward: You will receive \$45 in Sam's Cash® one month after paying in full your first Just Energy or utility bill immediately following your anniversary date as long as (a) you remain enrolled on an eligible Just Energy plan and (b) you have paid 12 months of bills in full. If you are enrolled in both electricity and gas plans, you will receive an additional \$45 in Sam's Cash® every year on your anniversary date as long as you remain in an eligible electricity plan.

4. Emails will be sent from Just Energy and Sam's Club. Sam's Cash® Program Terms & Conditions apply. Sam's Club's trademarks and service marks are owned by Walmart Apollo, Inc. and its affiliates. Customers must maintain an active Sam's Club membership to receive the Just Energy Rewards in the form of Sam's Cash®.



Frequently Asked Questions

Q. Who do I contact if I have feedback about the representative I saw in the store?

A. We would love to hear from you! Please call us at 1-844-909-5678.

Q. How do I become eligible to receive my Just Energy Rewards?

A. To receive the electronic rewards, club members need to meet the following eligibility criteria:

- ✓ Select a 12 months or more energy plan.
- ✓ Provide a valid email address.
- ✓ Maintain a good standing energy account with no past-due balances.
- ✓ Provide their Sam's Club Member Number to Just Energy
- ✓ Maintain an Active Membership with Sam's Club

Q. When will I receive my Just Energy Rewards after signing up?

A. If you signed up on a plan that includes rewards, and you meet the eligibility criteria, you will receive a Welcome Reward approximately one month after service starts. If you signed up with Just Energy on two service addresses, you would get a \$45 electronic reward per service address.

Q. How will I know when I am eligible to receive my Just Energy Rewards?

A. After signing up with Just Energy you will receive a Welcome Email from Just Energy with instructions. Once you have met the timeline and eligibility requirements, you will receive an email from Sam's Club to let you know that you have received your Just Energy Rewards as Sam's Cash® on the Sam's Club app. The Just Energy Rewards timeline varies by market. You will also receive emails/SMS reminders to ensure we have received your Sam's Club Member Number.

Q. What if I have not received the email to inform me about the status of my Just Energy Rewards?

A. Please ensure that you have met the eligibility criteria and that you have provided the correct Sam's Club Member Number to Just Energy. You can email us at customerservice@justenergy.com.

Q. Who should I call if I have questions about my Just Energy account, Just Energy Rewards, or to share feedback about your experience with Just Energy?



Just Energy Rewards Frequently Asked Questions

A. You can call the dedicated Just Energy VIP line for Sam's Club members at 1-844-909-5678. You can also email us at customerservice@justenergy.com.

Q. What if I signed up with Just Energy prior to June 1st, 2026?

A. If you signed up with Just Energy prior to June 1st, 2026 and it has been more than 3 months since you started with Just Energy as your service provider, or more than 60 days since you received your claim reward email from Just Energy, please email us at customerservice@justenergy.com or call the VIP line at 844-909-5678. While the actual e-gift cards do not expire, the link to claim the card expires 60 days after the date you receive the email. However, you can always contact us, and we will send you the reward.



TEXAS ONLY: Cancellation Fee Reimbursement (Bill Credit)

We will reimburse up to \$250 of the cancellation fee charged by your previous electricity provider. This promotion only applies to term agreements 12 months or greater and must be repaid to Just Energy if you switch away within 12 months of starting your Agreement. The final bill from your previous electricity provider showing their cancellation fee must be submitted within 90 days of enrollment.

Frequently Asked Questions about the Texas Cancellation Fee Reimbursement

Q. What conditions must be met to qualify for the cancellation fee reimbursement?

A. To qualify, you must be on a term agreement of 12 months or greater and submit the final bill from your previous electric provider showing the cancellation fee within 90 days of enrollment.

Q. How do I submit my previous electric provider's bill for reimbursement?

A. Send a copy of your previous electricity provider's bill that includes their cancellation fee via email to (customerservice@justenergy.com), mail (C/O Cancellation Fee Reimbursement Program, 5251 Westheimer Road, Suite 1000, Houston, TX 77056), or fax (888-548-7690). Account Holder Name and Service Address of the previous bill needs to Match the Enrolled Account. Additional documentation might be required, i.e., a marriage certificate.

Q. Will Just Energy pay the reimbursement directly to my previous provider?

A. No, Just Energy will not pay the previous electricity provider directly. The reimbursement will be applied as a credit on your Just Energy bill after your first full-service period bill with Just Energy.

Q. What happens if I submit the final bill after the 90-day period?

A. If the final bill is submitted after 90 days, you may not qualify for the cancellation fee reimbursement credit.