SHELL VOICE OF THE CUSTOMER

Terms and Conditions for "Tell Shell" Online Feedback

Below are the terms and conditions for the "Your Voice Matters at Shell" Online Feedback quarterly prize draw promotion.

Participants

1. This promotion is open to all persons aged 18 years or over and who are residents of Belize. This includes any syndicate or collection of persons acting in concert;

2. Internet access required.

How to Enter

3. The "Tell Shell" quarterly prize draw promotion runs from April 1, 2026 to December 31, 2029, inclusive (the "Promotional Period'). Thirteen prizes will be drawn each quarter, one per station during the Promotional Period.

4. With any purchase at a participating Service Station, the Customer Service Representative will provide an invitation card/direct customer to scan the QR code displayed at the station to complete a survey regarding the service received that day. To participate in the survey, the customer shall complete and submit the "Tell Shell" feedback form at the address indicated www.shell.com/BLZ/tellshell. A properly completed "Tell Shell" feedback form qualifies as a single entry into the draw.

5. To be entered into the prize draw for a particular quarter, participants must submit their "Tell Shell" feedback from before 23:59 local time on the last day of the applicable month of the quarter (the "Closing Time").

6. All valid entries will be automatically entered into the prize draw.

7. The Promoter does not accept any responsibility for entries lost, damaged or delayed due to technical problems. Proof of sending will not be accepted as proof of receipt.

8. No application from agents, third parties, organized groups or applications automatically generated by computer will be accepted.

The Prize Draws

9. The Prize Draws will be conducted by the Promoter. The winner of each prize draw will be randomly selected from all valid entries received in respect of that particular prize draw within seven (7) days following the Closing Time for the prize draw. Those winners who do not provide a telephone number where they can be reached will be disqualified.

10. Winners will be contacted by Sol within twenty-one (21) days of the Closing Time for the prize draw and/or by email using the contact details provided by him/her to Shell at the time of completing the "Tell Shell" feedback form. If the winner cannot be contacted or is not available or responsive within this period, the prize will be considered abandoned at which time the Promoter reserves the right to re-draw a winner from the remaining entries received in respect of that particular prize draw. The prize will be delivered to the winner on presentation of valid identification on-site and in person on a date and time a agreed with the Promoter.

11. All winners must collect their prizes within thirty (30) days of being notified. Any winner who fails to collect his/her prize within thirty (30) days of being notified shall not be entitled to claim that prize thereafter and shall forfeit the right to claim that prize.

12. Prize winners shall be responsible at their own expense for paying all taxes, fees and rates levied by the government or relevant authority in respect of same.

Prizes

13. There will be one (1) prize of the equivalent in local currency of BZD$50 worth of fuel vouchers to be won quarterly during the Promotional Period. There are 13 prizes (one per Service Station) quarterly to be won. Shell Fuel vouchers can only be used to purchase Shell fuels at participating Shell Stations. Shell fuel vouchers must be utilized by the expiry date stated on the fuel vouchers and no extensions will be permitted.

Promoter Rights

14. In the event of unforeseen circumstances, the Promoter reserves the right to offer an alternative prize of equal or greater value.

15. The Promoter accepts no responsibility for any technical issues, system or software failures encountered on the website address provided (www.Shell.com/BLZtellshell) or during entry into the promotion. The Promoter tries to ensure the standard of the website remains high but cannot be held responsible for interruptions of service. The Promoter reserves the right to suspend temporarily the operation of the website without notice in the case of system failure, maintenance or repair or for any other reason beyond its control. The promoter accepts no responsibility for any incomplete forms or incorrect information provided.

16. By participating in this promotion, to the extent only permitted by applicable law, the Promoter is granted the right to use the winner's voice, image, photograph, name and likeness for publicity and in advertising, marketing or promotional material without any compensation or prior notice to the winner and in entering the promotion, all entrants consent to the same.

17. No cash alternative will be offered, and the prize is non-transferable. By accepting the prize, a winner agrees to hold the Promoter and its affiliates harmless against any and all claims and liability arising out of the award of, the use or misuse of any prize. Where the law implies warranties, which cannot be excluded, the Promoter's liability for breach of those

warranties is limited to resupplying the prize (or paying for the costs thereof), where this is permitted by law. A winner assumes all liability for any injury or damage cause or claimed to be caused by participation in this promotion or use or redemption of any prize.

18. If proven to be technically incorrect or in the event of breach of security and also fraud, the Promoter reserves the right to cancel or suspend the promotion. In addition, the Promoter reserves the right to extend any time limit relating to the promotion for whatever reason.

19. The Promoter's decision is final in every situation including any not covered above.

General

20. By entering the promotion participants will be deemed to have accepted and be bound by the terms and conditions which will be interpreted in accordance with Belize law and subject to the exclusive jurisdiction of the Belize courts.

21. By entering the promotion, all participants agree that their data may be used to be contacted for communication of winning a prize and for publicity purposes as stated above. The winner's name and country will be provided on request. A request to access, update or correct any information should be directed to the Promoter at the address set out below.

SOL BELIZE LIMITED, Mile 2.5 Philip Goldson Highway, Belize City,