



Just Energy Gift Card Process for Sam's Club: FAQs

How does a member qualify for a welcome gift card?

Members receive a welcome gift card by signing up on an applicable in-store Just Energy plan.

What is the applicable in-store Just Energy plan and amount of the welcome gift card?

See gift card matrix

| Market | Product | Upfront Gift Card | | | Anniversary Gift Card | | |
|--------------|-----------------------------|-------------------|----------|------|-----------------------|----------|------|
| | | Electric Only | Gas Only | Dual | Electric Only | Gas Only | Dual |
| Illinois | Rate Capper | \$45 | \$0 | \$70 | \$45 | \$0 | \$45 |
| Indiana | Fixed | N/A | \$45 | N/A | N/A | \$0 | N/A |
| Maryland | Rate Shield | \$45 | \$0 | \$70 | \$45 | \$0 | \$45 |
| Michigan | Rate Capper | N/A | \$45 | N/A | N/A | \$0 | N/A |
| New Jersey | Rate Shield | \$45 | \$0 | \$70 | \$45 | \$0 | \$45 |
| New York | Rate Shield | \$45 | \$0 | \$70 | \$45 | \$0 | \$45 |
| Ohio | Rate Capper | \$45 | \$0 | \$70 | \$45 | \$0 | \$45 |
| Ohio | Fixed | \$45 | \$0 | \$70 | \$45 | \$0 | \$45 |
| Pennsylvania | Rate Shield | \$45 | \$0 | \$70 | \$45 | \$0 | \$45 |
| Texas | Texas Power Saver | \$45 | N/A | N/A | \$45 | N/A | N/A |
| Texas | 100% Green Nights Free Plan | \$45 | N/A | N/A | \$45 | N/A | N/A |
| Texas | Nights Free Plan | \$45 | N/A | N/A | \$45 | N/A | N/A |
| Texas | Weekends Free Plan | \$45 | N/A | N/A | \$45 | N/A | N/A |
| Texas | Cash Back | \$0 | N/A | N/A | \$0 | N/A | N/A |

When does a member receive their welcome Sam's Club gift card?

Members will receive a \$45 or \$70 Sam's Club gift card one month after receiving payment against their first bill on the applicable in-store Just Energy plan or after they pay their first utility bill with Just Energy as their supplier.

FYI, each market is different, and their bill cycle depends on when utility accepts the enrollment, so it will likely be 8-12 weeks from sign up.

Do members get an anniversary Sam's Club gift card?

Members will receive a \$45 Sam's Club gift card one month after their first payment immediately following the anniversary date as long as they remain enrolled on the applicable in-store Just Energy plan or after they pay their first utility bill with Just Energy as their supplier.

Here's the Gift Card redemption timeline:

| Sign Up | 1 month | 2 months | 3 months | 12 months | 13 months | 14 months | Continue to receive anniversary gift cards if members remain active on the applicable in-store Just Energy plan and account is in good standing |
|------------------------|----------------|----------------------------|---------------------------|---------------------------------------|----------------------|-------------------------------|---|
| Welcome to Just Energy | Service starts | Pay your first energy bill | Receive welcome gift card | Happy Anniversary! (except IN and MI) | Pay your energy bill | Receive anniversary gift card | |

What can members use their welcome and anniversary gift cards for?

Members can use their Gift Card for in store purchases, online orders, or towards their annual membership fee.

Where do I direct members with questions about their Sam's Club gift card?

If a member has a question about their Sam's Club gift card, please have them contact the VIP dedicated support line at 1.844.909.5678. Dedicated line for Sam's Club customers.

What other benefits do Sam's Club members get for sign up with Just Energy on an in-store plan?

- Sam's Club anniversary gift cards as long as the customer remains on the in-store Just Energy plan.
- Variety of energy plans to fit their home needs.
- Perks Rewards Points to redeem towards energy efficiency products.
- Dedicated VIP customer support line 1.844.909.5678.