

AGL Prepaid Digital Visa Card offer

Terms and Conditions

Last updated: 29 July 2025

Offer and Eligibility

1. From time to time, AGL (also referred to as 'us', 'our' or 'we') may offer an AGL Prepaid Digital Visa Card to eligible customers (referred to as 'you' or 'your') for joining AGL or for signing up to a specific AGL electricity or gas plan ('Offer').
2. The AGL Prepaid Digital Visa Card offer is separate to your AGL energy plan and Market Retail Contract. The AGL Prepaid Digital Visa Card offer is governed by these AGL Prepaid Digital Visa Card Terms and Conditions ('Terms and Conditions') and any terms and conditions provided as part of the Offer.
3. Customers will not be eligible to receive their AGL Prepaid Digital Visa Card if they exercise their cooling off rights or otherwise cancel the relevant AGL Energy Plan prior to the end of any minimum period specified in the Offer (including if they swap to an alternative AGL Energy Plan).
4. Each Offer has a limit of one AGL Prepaid Digital Visa Card per fuel, per customer, per supply address.
5. AGL may exclude customers who have received an AGL Prepaid Digital Visa Card for a supply address in the previous 12 months from receiving an additional AGL Prepaid Digital Visa Card.
6. Offer not available in conjunction with any other AGL promotional offer, unless otherwise stated.
7. To be eligible to receive your AGL Prepaid Digital Visa Card, you must provide a valid email address and Australian mobile number and follow the activation process notified to you by AGL.

AGL Prepaid Digital Visa Card

8. Your AGL Prepaid Digital Visa Card can only be used on your smart phone device. It cannot be substituted for a physical card, transferred, reloaded or redeemed for cash, and it cannot be used to purchase other gift cards.
9. Your AGL Prepaid Digital Visa Card can be used anywhere Prepaid Visa Gift Cards are accepted online and in-store with contactless point of sale terminals. Your AGL Prepaid Digital Visa Card cannot be used as a credit card or linked to any deposit account.
10. To redeem your AGL Prepaid Digital Visa Card, you will first need to register your details with the gift card provider.

11. Any ancillary costs, such as booking fees associated with using or redeeming your AGL Prepaid Digital Visa Card are not included. For the avoidance of doubt, there are no post-supply fees prohibited by the Australian Consumer Law associated with redeeming your AGL Prepaid Digital Visa Card.
12. Your AGL Prepaid Digital Visa Card is valid for 36 months from the date of issue. Your 16 digit Prepaid Digital Visa 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 Prepaid Digital Visa Card any unused balance will be forfeited. You will not receive notice prior to expiry.
13. Your AGL Prepaid Digital Visa Card 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 ACN 123 251 703 ('Blackhawk') is Heritage's program manager for the Prepaid Digital Visa Card.
14. Your use of the AGL Prepaid Digital Visa Card is subject to the following Terms & Conditions and Excluded Merchants apply see:
<https://incentivesgiftcard.com.au/terms-conditions/>

General

15. Subject to consumer rights, including under the Australian Consumer Law set out in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (as amended or replaced from time to time) ('Australian Consumer Law'), AGL is not liable (including in negligence) for any delay in delivery or loss or theft of the AGL Prepaid Digital Visa Card, except liability which can't be excluded (which is limited to the greatest extent allowed by law).
16. Except to the extent otherwise required by law, AGL will not 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.
17. If for any reason any aspect of this Offer is not capable of running as planned, including by reason of computer virus, communications network failure, bugs, tampering, unauthorised intervention, fraud, technical failure or any cause beyond the control of AGL, AGL may in its sole discretion cancel, terminate, modify or suspend the Offer.
18. By participating in this Offer, you understand and consent to AGL collecting and using your personal information, and disclosing your personal information to our related entities, agencies, promotion partners (including our Visa Card issuer)

and other third parties where engaged in connection with this Offer, for the purpose of providing you with this Offer and in accordance with our privacy policy available at agl.com.au/privacy-policy.

19. AGL reserves the right to cancel any Prepaid Digital Visa Card issued if it reasonably suspects that they have been obtained or used fraudulently or illegally, or in breach of the Terms and Conditions of this Offer.
20. AGL reserves the right to change the Terms and Conditions of this Offer, or withdraw the Offer at any time, but we'll let you know by posting revised Terms and Conditions on AGL's website. AGL will honour any existing Offer that is current at the time of any such variation.