

## THE CASE FEEDBACK CONTEST

Brought to you by  
the Aurum Group®

THE CASE FEEDBACK CONTEST (THE “CONTEST”) IS INTENDED TO BE CONDUCTED IN CANADA ONLY AND SHALL BE CONSTRUED AND EVALUATED ACCORDING TO APPLICABLE CANADIAN LAW. NO PURCHASE IS NECESSARY. ENTRANTS MUST BE OF THE AGE OF MAJORITY IN THEIR PROVINCE OF RESIDENCE OR OLDER AT THE TIME OF ENTRY. VOID IN WHOLE OR PART WHERE PROHIBITED BY LAW. NOT VALID IN THE PROVINCE OF QUEBEC AND ONTARIO. ENTRY IN THIS CONTEST CONSTITUTES ACCEPTANCE OF THESE CONTEST RULES (THE “CONTEST RULES”).

### 1. ELIGIBILITY

To be eligible for this Contest, an individual must:

- a) Be a legal resident of the Canada; and
- b) Be of the age of majority in their Province of residence or older at the time of entry.  
(The “Entrant”)

Employees of the Aurum Group® (“Sponsor”), their respective affiliates, subsidiaries, related companies, advertising and promotional agencies, and the household members of any of the above, are not eligible to participate in the Contest.

The Sponsor shall have the right at any time to require proof of identity and/or eligibility to participate in the Contest. Failure to provide such proof may result in disqualification. All personal and other information requested by and supplied to the Sponsor for the purpose of the Contest must be truthful, complete, accurate and in no way misleading. The Sponsor reserves the right, in its sole discretion, to disqualify any Entrant should such an Entrant at any stage supply untruthful, incomplete, inaccurate or misleading personal details and/or information. All personal information provided will be subject to Sponsor’s Privacy Policy (Section 14 here below).

### 2. CONTEST PERIOD

The Contest begins each month at 12:00am Mountain Standard Time (“MST”) on the first calendar day of the month and ends at 11:59pm MST on the last calendar day of the month (the “Contest Period”) after which time the Contest will be closed and no further entries shall be accepted.

### 3. RULES OF ENTRY

- a) There is no purchase necessary to enter the Contest. Enter using any of the methods of entry outlined below. No entries will be accepted by any other means.
- b) Limit of one (1) entry per case feedback submission form completed during the Contest Period. One entry will be added for each additional case feedback form submitted.
- c) Skill element will be required.

#### 4. HOW TO ENTER

- a) To enter the Contest, simply: **Complete and submit the case feedback form.**
- b) Sponsor will only accept Entries during the Contest Period. Entrants are subject to all notices posted online including, but not limited to, Sponsor's Privacy Policy.
- c) All entries must be received during the Contest Period. Sponsor will contact winners via email. Entrant hereby grants Sponsor permission to contact them via email. Potential winners may be required to show proof of identity.
- d) Entries must be received no later than the end of the Contest Period. Entries will be declared invalid if they are received after the Contest Period, illegible, incomplete, damaged, irregular, mutilated, forged, garbled or mechanically or electronically reproduced. No communication or correspondence will be exchanged with Entrants except with those selected for the prize.

#### 5. ENTRIES

- a) Sponsor reserves the right, in its sole and absolute discretion, to reject, disqualify and/or remove any Entry without prior notice to the Entrant if, in Sponsor's sole opinion, the Entry violates these Contest Rules or the spirit of the Contest.
- b) All terms and conditions, as described herein, apply to the format of the Entry submission. By submitting a case feedback form, the Entrant understands and grants to Sponsor permission for his/her Entry and other Entrant information to be posted on Aurum Group social internet media where applicable, worldwide, in perpetuity, without additional compensation.

#### 6. PRIZE

- a) There is one prize given at the end of the Contest Period (the "Prize") available to be won by the Entrant (the "Winner") consisting of a credit of \$ 500CAD placed on their Aurum account (the "Prize Value").
- b) In order to obtain the Prize Value, Winner must reply to the email they receive if their name is drawn.
- c) Winner is not entitled to Prize Value other than through the \$500 account credit and cannot receive the Prize Value in lieu of this.
- d) Prize is valid for 1 year from draw date and Winners must be available to participate in the Prize within the 1 year timeline. Should the Winner be unable to participate within the designated timeline, the Prize (or balance thereof) will be forfeited.
- e) Prize must be accepted as awarded and cannot be transferred, assigned, substituted or redeemed for cash. Any unused Prize is forfeited and has no cash value.

## 7. WINNER SELECTION

The Winner will be selected as follows:

- a) On or about the second of the following month a name will be drawn from all submitted case feedback forms. The odds of being selected as a potential winner are dependent upon the number of eligible entries received by the Sponsors. Before being declared a Winner, the selected Entrant shall be required to correctly answer, without assistance of any kind, whether mechanical or otherwise, a time-limited mathematical skill-testing question to be administered during a pre-arranged telephone call or by e-mail, to comply with the Contest Rules and sign and return the Release (described below).
- b) THE SELECTED ENTRANT WILL BE NOTIFIED BY email (depending on the Entrant's preferred method of communication which must be clearly indicated to the Sponsors, and any email communications must be specifically opted-in in order for the Sponsor to communicate with the Entrant for this Contest ) NO LATER THAN FIVE DAYS BEYOND THE END OF THE MONTH and the Entrant MUST RESPOND WITHIN FIVE (5) BUSINESS DAYS OF NOTIFICATION. If the Winner does not respond in accordance with the Contest Rules, he/she will be disqualified and will not receive the Prize and another Entrant may be selected in the Sponsors' sole discretion until such time as an Entrant satisfies the terms set out herein. The Sponsor is not responsible for the failure for any reason whatsoever of a selected Entrant to receive notification or for failure of the Sponsor to receive a selected Entrant's response.

## 8. RELEASE

The Winner will be required to execute a legal agreement and release ("Release") that confirms Winner's: (i) eligibility for the case feedback Contest and compliance with these Contest Rules; (ii) acceptance of the Prize as offered; (iii) release of the Sponsor and its respective parent companies, subsidiaries, affiliates and/or related companies and each of their employees, directors, officers, suppliers, agents, sponsors, administrators, licensees, representatives, advertising, media buying and promotional agencies (collectively, the "Releasees") from any and all liability for any loss, harm, damages, cost or expense arising out of participation in the case feedback Contest, participation in any Contest-related activity or the acceptance, use, or misuse of any Prize, including but not limited to costs, injuries, losses related to personal injuries, death, damage to, loss or destruction of property, rights of publicity or privacy, defamation, or portrayal in a false light, or from any and all claims of third parties arising therefrom; and (iv) grant to the Sponsor of the unrestricted right, in the Sponsors' collective or individual discretion, to produce, publish, communicate, and otherwise use and re-use the Winner's name, photograph, likeness, and biography in any and all media now known or hereafter devised, in connection with the case feedback Contest and the promotion and exploitation thereof. The executed Release must be returned within two (2) business days of the verification as a Winner or the selected Entrant will be disqualified and the Prize forfeited.

## 9. INDEMNIFICATION BY ENTRANT

By entering the Contest, Entrant releases and holds Releasees harmless from any and all liability for any injuries, loss or damage of any kind to the Entrant or any other person, including personal injury, death, or property damage, resulting in whole or in part, directly or indirectly, from acceptance, possession, use or misuse of any Prize, participation in the case feedback Contest, any breach of the Contest Rules, or in any Prize-related activity. The Entrant agrees to fully indemnify Releasees from any and all claims by third parties relating to the case feedback Contest, without limitation.

## 10. RIGHTS CLEARANCE

By providing the Entry to the Sponsor in connection with the case feedback Contest, each Entrant hereby confirms that he or she has the right, authority, and eligibility to enter into this case feedback Contest. Sponsor assumes no responsibility for any claims of infringement privacy, and all such liability shall remain with the Entrant.

## 11. LIMITATION OF LIABILITY

Except as provided herein these terms and conditions, there are no other conditions, warranties, or representations, express or implied, statutory or otherwise The Sponsor assumes no responsibility or liability for lost, late, unintelligible/illegible, falsified, damaged, misdirected or incomplete entries, Ballots, notifications, responses, replies or any Release, or for any computer, online, software, telephone, hardware or technical malfunctions that may occur, including but not limited to malfunctions that may affect the transmission or non-transmission of an Entry. The Sponsors are not responsible for any incorrect or inaccurate information, whether caused by any equipment or programming associated with or utilized in the case feedback Contest or by any technical or human error which may occur in the administration of the case feedback Contest. The Sponsor assumes no responsibility for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction or unauthorized access to, or alteration of, entries. The Sponsor is not responsible for any technical difficulties, problems, failures or technical malfunction of any telephone network or lines, computer online systems, servers, providers, computer equipment, software, e-mail, players, or browsers, on account of technical problems or traffic congestion on the Internet, at any website, or on account of any combination of the foregoing or otherwise. The Sponsor is not responsible for any injury or damage to Entrant or to any computer related to or resulting from participating or downloading materials in this case feedback Contest. Entrant assumes liability for injuries caused or claimed to be caused by participating in the case feedback Contest, or by the acceptance, possession, use of, or failure to receive the Prize. The Sponsor assumes no responsibility or liability in the event that the case feedback Contest cannot be conducted as planned for any reason, including those reasons beyond the control of the Sponsor, such as infection by computer virus, bugs, tampering, unauthorized intervention, fraud, technical failures, or corruption of the administration, security, fairness, integrity or proper conduct of this \* Contest.

## 12. CONDUCT

By participating in the Contest, each Entrant agrees to be bound by these Contest Rules, which will be posted at \* (the "Contest Website") and also made available request via [marketing@aurumgroup.com](mailto:marketing@aurumgroup.com). Entrant further agrees to be bound by the decisions of the Sponsor, which shall be final and binding in all respects. The Sponsor reserves the right, in its sole discretion, to disqualify any Entrant found to be: (a) violating the Contest Rules; (b) tampering or attempting to tamper with the Entry process or the operation of the Contest; (c) violating the terms of service, conditions of use and/or general rules or guidelines of any Aurum Group property or service; and/or (d) acting in an unsportsmanlike or disruptive manner, or with intent to annoy, abuse, threaten or harass any other person. CAUTION: ANY ATTEMPT TO DELIBERATELY CAUSE DAMAGE TO THE CASE FEEDBACK CONTEST OR UNDERMINE THE LEGITIMATE OPERATION OF THE CASE FEEDBACK CONTEST MAY BE A VIOLATION OF CRIMINAL AND CIVIL LAWS. SHOULD SUCH AN ATTEMPT BE MADE, THE SPONSOR RESERVES THE RIGHT TO SEEK REMEDIES AND DAMAGES TO THE FULLEST EXTENT PERMITTED BY LAW, INCLUDING BUT NOT LIMITED TO CRIMINAL PROSECUTION. The Winner must at all times behave appropriately when taking part in the case feedback Contest and observe the Contest Rules and any other rules or regulations in force.

### **13. PRIVACY / USE OF PERSONAL INFORMATION**

- a) By participating in the case feedback Contest, Entrant: (i) grants to the Sponsor the right to use his/her name, mailing address, and either telephone number or e-mail address as per the Entrant's confirmed method of communication ("Personal Information") for the purpose of administering the case feedback Contest, including but not limited to contacting and announcing the Winner; (ii) grants to the Sponsor the right to use his/her Personal Information for publicity and promotional purposes relating to the \*Contest, in any and all media now known or hereafter devised, without further compensation unless prohibited by law; and (iii) acknowledges that the Sponsor may disclose his/her Personal Information to third-party agents and service providers of any of the Sponsors in connection with the Prize and any of the activities listed in (i) and (ii) above.
- b) The Aurum Group will use the Entrant's Personal Information only for identified purposes, and protect the Entrant's Personal Information in a manner that is consistent with The Aurum Group's Privacy Policy at: <https://www.aurumgroup.com/ca/privacy-policy>

### **14. INTELLECTUAL PROPERTY**

All intellectual property, including but not limited to trade-marks, trade names, logos, designs, promotional materials, web pages, source code, drawings, illustrations, slogans and representations are owned by the Sponsors and/or their affiliates. All rights are reserved. Unauthorized copying or use of any copyrighted material or intellectual property without the express written consent of its owner is strictly prohibited.

### **15. LAW**

These are the official Contest Rules. The Contest is subject to applicable federal, provincial and municipal laws and regulations. The Contest Rules are subject to change without notice in order to comply with any applicable federal, provincial and municipal laws or the policy of any other entity having jurisdiction over the Sponsors. All issues and questions concerning the construction, validity, interpretation and enforceability of the Contest Rules or the rights and obligations as between the Entrant and the Sponsors in connection with the case feedback Contest shall be governed by and construed in accordance with the laws of the province of Alberta including procedural provisions without giving effect to any choice of law or conflict of law rules or provisions that would cause the application of any other jurisdiction's laws.

### **16. LANGUAGE DISCREPANCY**

In the event of any discrepancy or inconsistency between the terms and conditions of the Contest Rules and disclosures or other statements contained in any Contest-related materials, including but not limited to the case feedback Contest entry form, or point of sale, television, or online advertising, the terms and conditions of the Contest Rules shall prevail, govern and control.

### **17. CONTACT INFORMATION OF THE SPONSORS**

Any and all communications with the Sponsors shall be with the Aurum Group, 115-17th Avenue SW, Calgary Alberta, T2S 0A1 Telephone: 403.228.5120, Email: [marketing@aurumgroup.com](mailto:marketing@aurumgroup.com)

ATTEMPT BE MADE, THE SPONSOR RESERVES THE RIGHT TO SEEK REMEDIES AND DAMAGES TO THE FULLEST EXTENT PERMITTED BY LAW, INCLUDING BUT NOT LIMITED TO CRIMINAL PROSECUTION. The Winner must at all times behave appropriately when taking part in the case feedback Contest and observe the Contest Rules and any other rules or regulations in force.