

Matrix Math Referral Programme 2026

12-Month Pilot [1 Oct 2026 - 30 Sep 2027]

Share the Matrix Math Experience

Invite a friend to experience the Matrix Math Difference, and enjoy lesson credits when they begin their learning journey with us.

1. Programme Overview

This document outlines the pilot referral programme for Matrix Math in 2026.

12-Month Pilot Programme

This is a 12-month pilot referral programme for our **Marine Parade** and **Bedok** centres, running from **1 October 2026** to **30 September 2027**.

How it Works

Existing Matrix Math households may refer new households. Successful referrals generate lesson credits for the referring household, while the referred household receives \$50 off first-term fees per child.

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Invite a friend to experience the Matrix Math Difference, and enjoy lesson credits when they begin their learning journey with us.

Matrix Math's 2026 referral programme uses a **Fee-Credit Model**.

Existing families are rewarded with credits for each successful referral, which can be used to offset future term fees.

At-a-glance Mechanics

Component	Proposed approach
Eligible Referrer	Existing active Matrix Math household
Eligible Referee	New household with no prior enrolment in Matrix Math programmes
Successful Referral Trigger	Registration completed, first-term payment made in full
Referrer Reward	\$50 credit for first referral, with \$25 increments thereafter (Capped at \$200) within each 12-month reward cycle
Referee Reward	\$50 off first-term fees per child
Credit Use	Automatically offsets term fees
Credit Validity	Valid while household remains active; expires 6 months after inactivity

Component	Proposed approach
Eligible Branches (Pilot)	Pilot programme only applies to Marine Parade & Bedok

2. Terms & Conditions

2.1 Acceptance of Terms

By participating in the Matrix Math Referral Programme, including submitting or accepting a referral, participants acknowledge that they have read, understood, and agreed to be bound by the terms and conditions of the programme.

Matrix Math reserves the right to determine eligibility, approve or reject referral claims, and amend the programme terms where necessary.

2.2 Referrer Eligibility

- The referrer must be an existing household currently enrolled with Matrix Math (Marine Parade or Bedok).
- The referrer household must be active at the time of referral submission and at the time referral credits are issued.
- Referrers not currently enrolled, including alumni and inactive students, are **Not Eligible**.

2.3 Referee Eligibility

- The referred friend must be a New Household not enrolled with Matrix Math.
- If the referred friend has prior enrolments, they are **Not Eligible**.
- Prior enrolments apply to regular programmes, special programmes, including holiday programmes, and trial lessons.

2.4 Successful Referral Definition

Successful Referral

A referral is considered successful only when the referred household has completed registration, made full payment for the first term, and has no outstanding balance.

2.5 Household Definitions

Term	Definition
Household	A family unit registered under the same parent/guardian, billing contact, phone number, email address, residential address, or emergency contact. Matrix Math reserves the right to determine whether two accounts belong to the same household.

Term	Definition
New Household	A household that has not previously enrolled in any Matrix Math regular programme, holiday programme, trial lesson, or special programme.
Previously Enquired Household	Households that previously submitted an enquiry but have never attended or paid for a programme may still be considered new.

2.6 Reward Cycle

- The referral reward programme runs on a 12-month cycle, from the programme date of commencement.
- Referral counts reset at the end of the 12-month cycle.

2.7 Conditions

- Referrals between members of the same household, immediate family unit (siblings, parents, guardians, spouses, grandparents), or accounts connected by an existing billing relationship are ***Not Eligible***.
- Matrix Math may verify referral eligibility using student names, parent/guardian names, phone numbers, emails, addresses, payment records, and enrollment history.
- Rewards will only be issued after the referred student has completed registration and made full payment for their first term.
- Referral credits have **No cash value** and **Cannot** be withdrawn, transferred, exchanged, or converted into cash.
- Referrers may not promote referral offers through paid advertising, public coupon sites, spam messages, unauthorised group chats, or misleading claims.
- Matrix Math reserves the right to disqualify referrals obtained through inappropriate promotion.
- The Referee is required to declare the Referrer at registration.
- Referrals must be submitted **Before** the referred household registers, makes payment, enrolls, or attends their first lesson. Backdated referral claims will not be accepted.
- Referral credits may be used to offset regular term fees. Use of credits for special programmes or materials is subject to management approval.

3. Reward Structure

3.1 Referrer Reward

The referrer reward follows a tiered fee-credit model. The first successful referral earns \$50 credit. Each subsequent successful referral within the same reward cycle increases by \$25 (Capped at \$200).

- **\$50** credit for the first referral, with **\$25** increments thereafter (Reward Cap at **\$200**).
- From the 7th successful referral onward, the referrer reward remains fixed at \$200 per successful referral within the same reward cycle.
- Referral rewards accumulate within each 12-month reward cycle and are stored as credit balance.
- Referral count resets every 12-month reward cycle.
- There is no fixed limit on the number of referrals a household may make.
- Matrix Math reserves the right to review unusually high referral credit balances.

Successful Referral #	\$ Reward	Cumulative Credit
1	\$50	\$50
2	\$75	\$125
3	\$100	\$225
4	\$125	\$350
5	\$150	\$500
6	\$175	\$675
7	\$200	\$875
8	\$200	\$1,075
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3.2 Referee Reward

- The referred household receives **\$50 off** first-term fees, per child.
 - If the referred household is enrolling more than one child, all children **Must** be registered within the same enrollment transaction or within 7 calendar days of the first child's registration.
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4. Credit System

4.1 Credit Issuance

- The referrer will only receive referral rewards upon successful referral.
- Rewarded credits accumulate and are stored as credit balance.
- Credits are non-transferable and can only be used within the referrer household.

4.2 Credit Redemption

- Accumulated credits will be used to offset term fees.
- Credits will be automatically used and reflected in the next term invoice.
- Redemption is ***limited to the invoice amount***.
- Remaining credits, if any, will remain in the credit balance.
- Use of credits for special programmes or materials is subject to management approval.

4.3 Credit Validity

- Referral credits remain valid while the referrer household has at least one active student enrolled with Matrix Math.
 - Credits will expire 6 months after the household becomes inactive.
 - In the event of referrer withdrawal, graduation, or cease of service, any remaining credit balance will expire 6 months from the household's last lesson date.
 - Expired credits cannot be reinstated.
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5. Highlighted Policy Clauses

Referral Submission

- Referrals must be submitted through the official referral form before the referred household registers, makes payment, enrolls, or attends their first lesson.
- Referrals submitted **After** enrollment will not be accepted.

Successful Referral

A referral is considered successful only when the referred household has completed registration, made full payment for the first term, and has no outstanding balance.

Credit Validity

Referral credits remain valid while the referrer household has at least one active student enrolled with Matrix Math.

- Credits will expire **6 months** after the household becomes **Inactive**.
- In the event of referrer withdrawal, graduation, or cease of service, any remaining credit balance will expire 6 months from the household's last lesson date.
- Expired credits **Cannot** be reinstated.

Non-Cash Clause

Referral credits are not exchangeable for cash, non-transferable, and may only be used within the eligible referrer household.

Abuse Clause

Matrix Math reserves the right to withhold, reverse, or cancel referral rewards in cases of suspected abuse, duplicate accounts, misleading referrals, self-referrals, or any activity deemed inconsistent with the spirit of the programme.

Management Discretion

- Matrix Math reserves the right to amend, suspend, or terminate the referral programme at any time without prior notice.
- Final decisions on referral eligibility and reward issuance rest with Matrix Math management.

6. Branch Transfer Treatment

6.1 Referring Household Transfers Branch

- If the referring household transfers to another branch outside of the pilot programme, any remaining credit balance **Will Not** be transferred to the new branch.