

Mesrakan Perjalananmu 2025  
Frequently Asked Questions (FAQ)

No	Question	Answer
A. Campaign related		
1	What is the campaign period?	1 January 2025 until 30 April 2025 (4 months)
2	Who can participate in the campaign?	This campaign is open to all customers who fulfill the requirements below: a) Registered and active PETRONAS Mesra loyalty programme member; b) Customers holding Malaysian citizenship; and c) Customers aged eighteen (18) and above.
3	How do I participate in the campaign?	To enter, participants earn one (1) entry per transaction for the Campaign based on the following conditions: <b>A. Primary Mechanic (for Monthly Grand Prize)</b> Participants qualify for a chance to win the Grand Prize of <b>RM15,000</b> by spending: I. A minimum of <b>RM40 per transaction</b> on: a) PETRONAS Primax 97 with Pro-Race; or b) PETRONAS Primax 95 with Pro-Drive.  II. A minimum of <b>RM10 per transaction</b> at Kedai Mesra (except for cigarettes, prepaid top-ups, Cafe Mesra products, and Touch N' Go or ePay transactions).  III. A minimum of <b>RM10 per transaction</b> on the Setel app in any of the following categories: ● Café Mesra Products; ● Retail & Online Payments, (e.g.: PETRONAS Shop, Setel QR Pay at counters, Deliver2Me, except for DuitNow transactions, cigarettes, prepaid top-ups, Touch N' Go, fuel and ePay purchases); ● Motor & Takaful insurance; ● Road Tax renewal; ● EV Charging; ● Auto Assistance; ● Parking; and ● Petronas AutoExpert Services.

		<p><b>B. Secondary Mechanic (for Weekly Instant Rewards):</b> Eligible participants stand a chance to be rewarded with voucher(s) or points by spending a minimum of <b>RM60 per transaction</b> using the Setel app.</p> <p>Additionally, newly registered Setel app users who spend <b>RM60 per transaction</b> and use promo code 'c-mp2025' within 14 days of registration can redeem an RM8 Setel cashback.</p>
4	What are the prizes for this campaign?	<p><b>Monthly Grand Prize</b> Total of twenty (20) winners in 4 months, each receiving RM15,000 Cash Prize</p> <p><b>Weekly Rewards</b></p> <ul style="list-style-type: none"> <li>• Buy 1 Free 1 Single Scoop' Inside Scoop Voucher;</li> <li>• RM10 off with RM100 minimum spend' PETRONAS Shop Voucher;</li> <li>• RM10 AEON Gift Voucher;</li> <li>• RM10 Boost Juice Gift Voucher;</li> <li>• RM10 Tealive Cash Voucher;</li> <li>• RM5 llaollao Cash Voucher;</li> <li>• 100 Mesra Points; or</li> <li>• 10% Off PETRONAS AutoExpert Gift Voucher.</li> </ul> <p><i>*Weekly rewards are subject to availability and offered on a first-come, first-served basis.</i></p>
5	Do I need to register after using PETRONAS' new 'mobile number' feature to qualify for participation in this campaign?	<p><b>YES</b>, customers are required to register their used mobile numbers to qualify for entry into the campaign.</p> <p>Customers can register their mobile numbers at <a href="http://www.setel.com">www.setel.com</a>.</p>
6	If I use my physical Mesra Card, will I still be eligible to earn contest entries?	<p><b>NO</b>, only customers that <b>key-in their mobile number*</b> upon completing the transaction or <b>use the Setel app</b> will be eligible to earn contest entries.</p> <p>Customers can find out more at <a href="http://www.mymesra.com.my">www.mymesra.com.my</a></p>
7	What constitutes usage of the Setel app to be eligible to earn contest entries for primary	<p>Earning contest entries via usage of the Setel app will include the following scenarios:</p> <p><b><u>Primary Mechanic</u></b></p>

	<p>mechanic &amp; secondary mechanic?</p>	<ul style="list-style-type: none"> <li>I. Minimum spend of <b>RM10</b> on Setel in a single transaction across all of Setel's features (excluding fuel and DuitNow QR)</li> <li>II. Minimum spend of <b>RM10</b> at Kedai Mesra or <b>RM40</b> on PETRONAS Primax 97 with Pro-Race or PETRONAS Primax 95 with Pro-Drive in a single transaction</li> </ul> <p><b>Secondary Mechanic</b></p> <ul style="list-style-type: none"> <li>I. Minimum spend of <b>RM60</b> on PETRONAS Primax 97 with Pro-Race or PETRONAS Primax 95 with Pro-Drive, in a single transaction</li> </ul> <p><i>*Customer must make sure their Mesra Rewards Digital Card is activated in the Setel app OR they can scan the unique Mesra Rewards membership barcode available via the Setel app when making payment</i></p>										
<p>8</p>	<p>Can I still be eligible for the contest if I purchase LPG Gas or Lubricant at PETRONAS station?</p>	<p><b>YES</b>, customers can still be eligible to participate the contest for purchase of LPG Gas or Lubricant at PETRONAS station only.</p> <p>To qualify, the customer is <b>required to key-in their mobile number upon</b> completing the transaction <b>OR</b> make the payment using the <b>Setel app</b>.</p>										
<p>9</p>	<p>Can I still be eligible for the contest when I service my car at PETRONAS AutoExpert service center?</p>	<p><b>YES</b>, customers can still be eligible to participate when servicing their cars at PETRONAS AutoExpert if they make the <b>payment using the Setel app ONLY</b>.</p>										
<p>10</p>	<p>What is the spending period for me to be eligible for the monthly grand prizes?</p>	<p>To qualify for the Monthly Grand Prizes, you must <b>spend based on the primary mechanic</b> from 1 January 2025 until 30 April 2025.</p> <table border="1" data-bbox="574 1560 1425 1862"> <thead> <tr> <th>Month</th> <th>Spending Period</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12.00 am, 1 January 2025 to 11.59 pm, 31 January 2025</td> </tr> <tr> <td>2</td> <td>12.00 am, 1 February 2025 to 11.59 pm, 28 February 2025</td> </tr> <tr> <td>3</td> <td>12.00 am, 1 March 2025 to 11.59 pm, 31 March 2025</td> </tr> <tr> <td>4</td> <td>12.00 am, 1 April 2025 to 11.59 pm, 30 April 2025</td> </tr> </tbody> </table>	Month	Spending Period	1	12.00 am, 1 January 2025 to 11.59 pm, 31 January 2025	2	12.00 am, 1 February 2025 to 11.59 pm, 28 February 2025	3	12.00 am, 1 March 2025 to 11.59 pm, 31 March 2025	4	12.00 am, 1 April 2025 to 11.59 pm, 30 April 2025
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		<p>To qualify for the Weekly Instant Rewards, you must <b>spend minimum RM60 via Setel within 1 January 2025 until 30 April 2025*</b>.</p> <p>It's important to note that each customer is required to <b>enter their mobile number upon completing the transaction or use the Setel app</b> to qualify for the campaign entry(s).</p>
11	How will winners be selected for the monthly grand prizes and weekly instant rewards?	<ul style="list-style-type: none"> <li>• <b>Monthly Grand Prize</b> - Five (5) Grand Prize winners (RM15,000 each) will be selected every month via a computerized system, witnessed by an authorised internal auditor. A total of 20 winners will be selected over the campaign period.</li> <li>• <b>Weekly Instant Rewards</b> –Rewards are subject to availability and will be distributed on a first-come, first-served basis, while stocks last</li> </ul>
12	How will I be informed that I am the winner for this campaign?	<ul style="list-style-type: none"> <li>• <b>Monthly Grand Prize</b> - Shortlisted winners will receive a call from <b>PETRONAS Mesralink to verify their details</b> and to answer simple questions before declaring them as winners.</li> </ul> <p>Eligible winners will also <b>receive an official email from PETRONAS</b> to notify them about winning and how to claim the prize from PETRONAS after the announcement has been made on @PETRONASbrands social media channels and PDB’s website: mymesra.com.my</p> <ul style="list-style-type: none"> <li>• <b>Weekly Instant Rewards</b> - Eligible winners will receive a push notification and an in-app message confirming their Reward. By clicking the in-app message, Rewards Winners will be redirected to the “My Voucher” page,</li> </ul>
13	Can PETRONAS staff or participating partners take part in this campaign?	<b>NO</b> , all PETRONAS Group of companies, its subsidiaries, agency/organization and participating partners who are involved in organizing this campaign will not be eligible to participate in this campaign.
14	Can Smartpay customers take part in this campaign?	<b>NO</b> , as stated in terms and conditions of this campaign.

15	If I am chosen as a weekly instant rewards winner, can I also qualify to be a grand prize winner?	<b>NO</b> , being selected as a weekly rewards winner does disqualify you from being eligible for the Grand Prize. However, you are eligible to win <b>ONCE</b> each month, during the four (4) months campaign duration.
16	Where can I read the full terms and conditions of the campaign?	You can read the full terms and conditions of the campaign at <a href="http://www.mymesra.com.my">www.mymesra.com.my</a> website.
17	Can I combine my fuel purchase with PETRONAS Kedai Mesra items in a single receipt?	<b>YES</b> , you can combine your fuel and PETRONAS Kedai Mesra purchases in a single receipt, but only qualifying transactions will count towards contest eligibility.  However, only the qualifying transactions specified in the campaign mechanics will count towards eligibility.
18	If I have more questions related to the campaign, where can I find the answers?	There are few ways to get the answer to your questions: <ol style="list-style-type: none"><li>1. PETRONAS Mesra website: <a href="http://www.mymesra.com.my">www.mymesra.com.my</a></li><li>2. Setel website: <a href="http://www.setel.com">www.setel.com</a></li><li>3. Setel app</li><li>4. Mesralink (Customer Service): 1-300-22-8888</li></ol>