

## **About Your PETRONAS Gift Card**

### **Q1. What is the PETRONAS Gift Card?**

- It is a reloadable and reusable card that can be conveniently used to purchase fuel from Outdoor Payment Terminals and products at Mesra Store. It is as good as cash, with no PIN required, thus eliminating the hassle of recalling another set of numbers.

### **Q2. Where can I get my PETRONAS Gift Card?**

- For individual purchases, you can get your PETRONAS Gift Card at any PETRONAS Station.
- For bulk purchases, you can email Mesralink at [mesralink@petronas.com.my](mailto:mesralink@petronas.com.my).

### **Q3. Why should I use the PETRONAS Gift Card?**

- Ease of use – Eliminate the need to visit the cashier and handle cash; you can now directly purchase fuel at the pump.
- Create a unique and highly functional gift option.
- Suitable for businesses as a component of corporate incentive strategies. An excellent method to express gratitude or make an impact on clients and staff while nurturing positive relationships.

### **Q4. Do I get my *Mesra Points* when I purchase fuel and products from *Mesra Store*?**

- Yes. You will still enjoy the suite of rewards with your *Mesra Card* & collect *Mesra Points* when you transact with your PETRONAS Gift Card

### **Q5. Where can I top-up or reload my Gift Card?**

- Any PETRONAS Station. Currently there are over 1000 PETRONAS Stations with top-up facilities.
- For a list of participating PETRONAS Service Station, refer <http://www.mymesra.com.my/petrol-station-locator.aspx>

### **Q6. How do I check my account balance?**

- You can check your balance at any PETRONAS Stations nationwide which have top up facilities or call *Mesralink* at 1300-88-8181

**Q7. Will the balance of my PETRONAS Gift Card expire?**

- Yes, your Gift Card balance will expire five years from the card issuance period.

**Q8. How do I replace my expired PETRONAS Gift Card?**

- You may request for card replacement by contacting Mesralink at 1300-88-8181. However, Customers with expired PETRONAS Gift Card will only have 60 days from the expiry period to request a balance transfer to a new card. A replacement fee of RM 10 will be charged for any successful replacement. The expired Gift Card needs to be returned to Card Services Solutions, PETRONAS Dagangan Berhad.

**Q9. Can I replace a faulty PETRONAS Gift Card?**

- You may replace the faulty Gift Card as long as the card is within the expiry period. The faulty Gift Card needs to be returned to Card Services Solutions, PETRONAS Dagangan Berhad

**Q10. What should I do if I lost my PETRONAS Gift Card?**

- Your PETRONAS Gift Card is as good as cash. No refund will be made for lost card.

**Q11. Am I entitled for refund if I decided to cancel my PETRONAS Gift card?**

- No

**Q12. Where can I get access to the full Terms and Conditions for the usage of the PETRONAS Gift Card?**

- You can access it anytime [from http://www.mymesra.com.my/](http://www.mymesra.com.my/).