

**PETRONAS DAGANGAN BERHAD**  
**“MESRA BONANZA 2023”**  
**TERMS AND CONDITIONS**

**1.0 Organizer:**

- 1.1 The Mesra Bonanza 2023 is a campaign (“**Campaign**”) organized by PETRONAS Dagangan Berhad (“**PDB**”), offers customers a distinctive chance to participate, spend, and stand a chance to win exclusive prizes, with the goal of enhancing and broadening our loyal customer community.
- 1.2 This is a joint promotion by PDB, Mesra Retail & Café Sdn Bhd (“**MRCBSB**”), Setel Ventures Sdn Bhd (“**SETEL**”), and PETRONAS Lubricants Marketing Malaysia (“**PLMM**”) (collectively, the “**Organiser**”) with Visa Worldwide Pte. Limited (“**VISA**”) as our primary campaign partner and is subject to the terms and conditions contained herein.
- 1.3 The following terms and conditions apply in respect of this Campaign. By participating in this Campaign, you agree to be bound by these terms and conditions, including any term which may have been amended from time to time, without limitation or qualification.

**2.0 Eligibility:**

- 2.1 The eligibility of this Campaign is open to all Malaysian citizens, subject to fulfilling **ALL** requirements below:

- (a) Registered and active PETRONAS Mesra loyalty programme member; and
- (b) Aged eighteen (18) years and above.

Those who fulfill the abovementioned requirements shall be referred to as “**Participant**” or “**Participants**.”

- 2.2 The following persons are **NOT ELIGIBLE** to participate in the Campaign:
  - (a) Permanent/contract employees of the PETRONAS Group of companies, including PDB, MRCBSB, Setel, Visa, and PLMM and their immediate family members, specifically their respective fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and including adoptive relationships;
  - (b) PETRONAS Station dealers, Crew PETRONAS and their immediate family members, specifically their respective fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and including adoptive relationships; and
  - (c) Employees of third-party service providers of the Organisers (including without limitation to their advertising agencies, suppliers etc.), their permanent and/or contract employees, and their immediate Family members specifically their respective fathers, stepfathers, mothers,

stepmothers, siblings, spouses, children, stepchildren and including adoptive relationships.

- 2.3 In the event a Participant is found to be ineligible at any point of time during or after the Campaign Period as stated below, PDB reserves the right, at its sole discretion, to disqualify the said Participant and to cancel, withdraw and/or to recall any prizes awarded to the said Participant. In the event where the said Participant has benefitted from the prize, the said Participant agrees and undertakes to reimburse PDB for the costs relating to the prize, otherwise PDB reserves its right to initiate any legal action against the said Participant, where necessary.

### 3.0 Campaign Prizes:

#### 3.1 **GRAND PRIZE**

2 winners x fully paid trip to watch Olympic 2024 in Paris  
(2 winners with cumulative spend of **RM700** throughout the Campaign Period to be announced after the campaign ends)

#### 3.2 **MONTHLY PRIZE(S)**

- (a) 6 winners x RM10,000 cash prize (2 winners per month)
- (b) 60 winners x Travel luggage bag (20 winners per month)
- (c) 90 winners x PETRONAS Lubricant (30 winners per month)
- (d) 300 winners x Setel voucher worth RM300 (100 winners per month)

- 3.3 The prize is non-transferable and cannot be exchanged for any other items.

### 4.0 Campaign Period:

- 4.1 The Campaign will be conducted from **15 October 2023 to 15 January 2024** ("**Campaign Period**"), both dates inclusive. Any updates or changes will be communicated by PDB on their 'PETRONAS Brands' social media platforms and the official 'MyMesra' website.

- 4.2 Spend period according to date, for Participant(s) to qualify for the Grand prize(s) and Monthly prize(s) every month are as per the table below ("**Monthly Spend Period**"):

Month no.	Spend Period by date
<b>Grand Prizes</b>	
12.00 am, 15 October 2023 – 11.59pm, 15 January 2024	
<b>Monthly prizes</b>	
Month 1	12.00am, 15 October 2023 – 11.59pm, 14 November 2023
Month 2	12.00am, 15 November 2023 – 11.59pm, 14 December 2023
Month 3	12.00am, 15 December 2023 – 11.59pm, 15 January 2024

### 5.0 Campaign Mechanics:

Participants will qualify for entries for the Campaign based on the following:

## 5.1 Grand Prize

**RM700** cumulative spend within the campaign period at any PETRONAS stations on any of the products:

- (a) PETRONAS Primax 97 with Pro-Race
- (b) PETRONAS Primax 95 with Pro-Drive
- (c) PETRONAS Dynamic Diesel
- (d) PETRONAS Dynamic Diesel Euro 5 with Pro-Drive (“Fuel”)
- (e) Items from Kedai Mesra (**except** cigarettes, prepaid top-ups, Touch N’ Go, ePay)
- (f) Setel transaction across all Setel’s features, example:
  - i. Café Mesra
  - ii. Retail & online payments, e.g.: Scan & pay at counter, **Duit Now\*** QR, Deliver2Me (except for cigarettes, prepaid top-ups, Touch N’ Go, and ePay), PETRONAS Shop
  - iii. Motor & Takaful Insurance
  - iv. Road Tax Renewal
  - v. EV Charging
  - vi. Auto Assistance
  - vii. Parking
  - viii. PETRONAS Auto Expert service center

\*All **DuitNow** transactions **MUST** be accompanied with a minimum of one (1) time transaction of RM40 fuel and/or RM10 Kedai Mesra transaction during the campaign period in order for participant to enter the contest.

## 5.2 Monthly Prize

5.2.1 Minimum spend of **RM40 per transaction** at any PETRONAS station on any of the following products:

- (a) PETRONAS Primax 97 with Pro-Race
- (b) PETRONAS Primax 95 with Pro-Drive
- (c) PETRONAS Dynamic Diesel
- (d) PETRONAS Dynamic Diesel Euro 5 with Pro-Drive (“Fuel”); OR

5.2.2 Minimum spend of **RM10 per transaction** at any PETRONAS Mesra store in any PETRONAS station except for cigarettes, prepaid top-ups, Touch N’ Go and ePay; **OR**

5.2.3 Minimum spend of **RM10 on Setel in a single transaction** across all of Setel’s features, for example:

- (a) Café Mesra
- (b) Retail & online payments, e.g.: Scan & pay at counter, **Duit Now\*** QR, Deliver2Me (except for cigarettes, prepaid top-ups, Touch N’ Go, and ePay), PETRONAS Shop
- (c) Motor & Takaful Insurance
- (d) Road Tax Renewal
- (e) EV Charging
- (f) Auto Assistance
- (g) Parking
- (h) PETRONAS Auto Expert service center

\*All **DuitNow** transactions **MUST** be accompanied with a minimum of one (1) time transaction of RM40 fuel and/or RM10 Kedai Mesra transaction during the campaign period in order for participant to enter the contest.

5.3 Campaign entry(s) will be given based on **payment mode** per below table:

Payment mode	No of entry(s)
<b>PETRONAS Visa co-brand</b> physical credit/ debit card OR using <b>Setel CardTerus</b> option.	5
<b>Visa physical</b> credit/ debit/ prepaid card OR using <b>Setel CardTerus</b> option.	3
Payment using cash or physical <b>non-Visa card</b> , PETRONAS Gift Card, PETRONAS e-voucher OR using Setel CardTerus option.	1

5.4 List of PETRONAS co-brand card as per below table:

<b>CIMB Bank</b>	<ol style="list-style-type: none"> <li>1. CIMB PETRONAS Visa Infinite-i</li> <li>2. CIMB PETRONAS Visa Infinite-i</li> <li>3. CIMB PETRONAS Debit Mastercard</li> </ol>
<b>Maybank Bank</b>	<ol style="list-style-type: none"> <li>1. PETRONAS Maybank Visa Gold Card</li> <li>2. PETRONAS Maybank Visa Platinum Card</li> <li>3. Maybank Islamic PETRONAS Ikhwan Visa Gold Card-i</li> <li>4. Maybank Islamic PETRONAS Ikhwan Visa Platinum Card-i</li> </ol>

5.5 All valid transaction **requires** customer to **key-in mobile number** or using **Setel app** to qualify for the campaign entry(s).

5.6 Any transaction or payment made by swiping the physical Mesra card will **NOT QUALIFY** to participate in the campaign.

5.7 Example scenarios:

Customer transaction amount	Spending on	Payment mode	Mesra mobile number OR Setel app	Total entry(s)
RM40	Primax 95 with Pro-Drive	PETRONAS co-brand card	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	5
			Payment via Setel CardTerus	5
		Any Visa credit/ debit/ prepaid card	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	3
			Payment via Setel CardTerus	3
		Swipe Mesra physical card	0	

		Cash / Gift card/ e-voucher or non- Visa card	Keyed in registered Mesra mobile number	1
			Payment via Setel CardTerus	1
RM15	Snacks and drinks from Mesra store	PETRONAS co- brand card	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	5
			Payment via Setel CardTerus	5
		Any Visa credit/ debit/ prepaid card	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	3
			Payment via Setel CardTerus	3
		Cash / Gift card/ e-voucher or non- Visa card	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	1
			Payment via Setel CardTerus	1
RM150	Roadtax renewal / motor insurance	PETRONAS co- brand card	Payment via Setel CardTerus	5
		Any Visa credit/ debit/ prepaid card	Payment via Setel CardTerus	3
		Non-Visa credit / debit / prepaid card	Payment via Setel CardTerus	1
RM12	Café Mesra	PETRONAS co- brand card	Payment via Setel CardTerus	5
		Any Visa credit/ debit/ prepaid card	Payment via Setel CardTerus	3
		Non-Visa credit / debit / prepaid card	Payment via Setel CardTerus	1

5.8 At the end of the Campaign Period, **four hundred fifty-eight (458) winners** will be selected by PDB via a computerized selection system, witnessed by the appointed authorized auditor. PDB's decision on all matters relating to this Campaign (including the selection of winners) shall be final and binding. No enquiries on winners' selection will be entertained.

#### 6.0 Uncaptured Submissions & Transaction via the Setel App:

- 6.1 In the event that during the Campaign Period, the Member's transaction(s) via their Setel account is not captured for any reason whatsoever, PDB and Setel reserves the right to exclude the said transaction(s) amount from the Campaign.
- 6.2 Nonetheless, PDB and Setel will on a reasonable effort basis, endeavour to take any such steps that would enable the Members(s) to participate in the Campaign

#### 7.0 Miscellaneous:

- 7.1 The winners will be announced via PDB's website at [www.mymesra.com.my](http://www.mymesra.com.my)

- 7.2 CardTerus is a payment method on the Setel app that allows participant(s) to pay fuel and PETRONAS Mesra store item directly with their credit card, debit card or prepaid card without the need to top-up their Setel wallet.
- 7.3 Entries for fuel purchases will be **capped at a maximum of RM3,000 per participant per month** for the draw.
- 7.4 Smartpay customers are **NOT** eligible to take part in this campaign.
- 7.5 Participants are required to ensure that the Mesra number or mobile number used to participate in the Campaign is registered under their own name with a valid NRIC number. Participants who do not meet these requirements will be disqualified and will not be eligible to be in the running for the Campaign Prizes.
- 7.6 PDB's record will be the official record in terms of awarding the campaign entries. No manual receipt submission will be entertained.
- 7.7 Each Participant will only be entitled to win **one (1) prize throughout the campaign period**.
- 7.8 Prize for the Grand prize will be given to the winners during the prize giving ceremony physically conducted by PDB. The winner will be inform through their registered email/ registered mobile number on the instruction to attend the prize giving ceremony. Winner must be able to attend the prize giving ceremony to receive the prize, if not able to attend, PDB has the right to disqualified the winner. The prize giving will be conducted within three (3) months period upon announcing the winners on PDB's website or through other means as notified by PDB.
- 7.9 For all tangible prizes, the prize will be delivered directly to winners' doorstep within three (3) months upon notification of winners on PDB's website or through other means as notified by PDB. The winners are required to fill in a declaration form. In the event of delay on prize fulfillment, PDB will communicate with the winners via email/ registered mobile number. Example prize: PETRONAS Lubricants.
- 7.10 E-voucher prizes will be delivered directly to winner registered email address that has been registered with PDB within three (3) months upon notification of winners on PDB's website or through other means as notified by PDB. The winners are require to fill in a declaration form. In the event of delay on prize fulfillment, PDB will communicate with the winners via email/ registered mobile number. Example prize: Setel voucher
- 7.11 The winners will be contacted **ONLY** via phone call by PDB's Mesralink team to do a verification to be qualified to win their prizes.
- 7.12 In the event that PDB opts to contact the potential winner(s) by phone and is unable to get through to the potential winner(s) due to any reason whatsoever such as the call being out of coverage, unanswered or out of service, PDB will then make another **three (3) attempts** to contact the potential winner(s) **within four (4) hours**. Where such attempts are unsuccessful, PDB hereby reserves the right to select the next potential winner where the same process of selecting the winner will be repeated until a winner is identified.

- 7.13 By entering or participating in the Campaign, Participants hereby fully and unconditionally agree and accept all the terms and conditions herein contained and agree that the decisions of PDB regarding the Campaign and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.
- 7.14 All prizes must be claimed by the winners within six (6) months from the date of publication of the winners' names mentioned in **Item 7.1** above. Winners are not allowed to claim for the prizes after the period stated in this clause.
- 7.15 PDB reserves the right at any time at its absolute discretion, without prior notice, to substitute any of the prizes with other items of similar or higher value.
- 7.16 PDB reserves the right to choose the specifications of the prizes and PDB's decision on this matter is final.
- 7.17 The winners are responsible for arranging their own passports, including any associated costs. The company holds no liability for any matters concerning the passports or its expenses.
- 7.18 Non-compliance by the Participants and/or winners with any of the terms and conditions herein contained shall entitle PDB to disqualify any entry and/or revoke any prizes awarded.
- 7.19 PDB reserves the right to cancel, shorten, extend, suspend, or terminate the Campaign at any time prior to the expiry of the Campaign Period without prior notice to Participants. For the avoidance of doubt, any cancellation, extension, suspension, or termination of the Campaign at any time prior to the expiry of the Campaign Period shall not entitle the Participants to claim any compensation from PDB for any and all losses or damages suffered or incurred by the Participants as a result of the said cancellation, extension, suspension, or termination. PDB also reserves the right to amend, modify, delete, or change any of the terms and conditions herein contained at any time at its absolute discretion without prior notice. Continued participation in the Campaign following any such changes and/or amendments shall constitute the Participant(s) unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the Terms and conditions
- 7.20 PDB reserves the right to use the names, addresses, photographs, information, and documents of the Participants and/or winners as materials in advertisements and other form of publicity for the current and future marketing purposes from time to time without prior notice to the Participants and/or winners and the Participants and winners shall not claim ownership of the material. Participation of the Participants in the Campaign constitutes their consent to such use, without further notice, payment, or consideration.
- 7.21 The winner shall participate in attendance of all marketing and promotional activities whenever required. The activities may include but are not limited to Media Conferences, Prize Giving Ceremonies, Interviews, Roadshow, Tours, and Marketing events, not exceeding 3 appearances if available.

- 7.22 PDB shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by the Participants, winners and/or any party resulting from or arising out of or in connection with this Campaign or the Prizes given under this Campaign.
- 7.23 These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Campaign.
- 7.24 PDB is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to this Campaign.
- 7.25 For any enquiries, please call MESRALINK at 1-300-22-8888.

## **8.0 Personal Data**

- 8.1 By participating in the Campaign, participants are deemed to have agreed and consented to the collection, processing, use, disclosure, and retention by PDB of their personal data in the manner as set out in the Personal Data Notice given pursuant to Section 7 of the Personal Data Protection Act 2010, which can be viewed at [www.mymesra.com.my/pdpa](http://www.mymesra.com.my/pdpa)