

PETRONAS DAGANGAN BERHAD
“MESRAKAN PERJALANANMU 2024”

TERMS AND CONDITIONS

1) Organizer:

PETRONAS Dagangan Berhad (“PDB”), in joint collaboration with Mesra Retail & Café Sdn Bhd (“MRC SB”), Setel Ventures Sdn Bhd (“Setel”), and PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“PLMMSB”) (hereinafter collectively referred to as the “**Organiser**”), will be organizing the Mesra Perjalananmu 2024 campaign (hereinafter referred to as the “**Campaign**”).

- a) The following terms and conditions apply in respect of the Campaign. By participating in the Campaign, you agree to be bound by the terms and conditions herein, including any terms that may have been amended from time to time, without limitation or qualification.

2) Eligibility:

- a) The Campaign is open to all Malaysian citizens, subject to fulfilling ALL the following requirements:
- i) Participants must be registered and active PETRONAS Mesra Rewards Loyalty Programme members (hereinafter referred to as “Mesra Rewards Members”), excluding users of physical Mesra Cards.
 - ii) Participants must hold Malaysian citizenship; and
 - iii) Participants must be aged eighteen (18) and above.

Mesra Rewards Members who fulfil all the above-mentioned requirements shall be hereinafter referred to as “Participant” or “Participants.”

- b) The following individuals are **NOT ELIGIBLE** to participate in the Campaign:
- i) Permanent or contract employees of the PETRONAS Group of Companies, including the Organiser and their immediate family members (including fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and adoptive relationships);
 - ii) PETRONAS station dealers, PETRONAS crews and their immediate family members (including fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren, and adoptive relationships); and
 - iii) Employees of third-party service providers of the Organisers, their permanent and/or contract employees, and their immediate family members (including fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and adoptive relationships).
- c) In the event a Participant is found to be ineligible at any point of time during or after the Campaign Period as set out in Clause 3 hereinbelow, PDB reserves the right, at its sole discretion, to disqualify the said Participant and to cancel, withdraw and/or to recall any prize 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 it deems necessary against the said Participant.

3) Campaign Period:

- a) The Campaign will be conducted from 1 March 2024 to 15 May 2024 (hereinafter referred to as the "Campaign Period"), inclusive of both dates. Any updates or changes will be communicated by PDB on its 'PETRONAS Brands' social media platforms and the official 'MyMesra' website.
- b) The spending period, for Participants to qualify for the grand prize(s) and monthly prize(s) during the Campaign Period, is as per the table below (hereinafter referred to as the "SpendingPeriod"):

	Spending Period
Grand Prizes	
12.00 am, 1 March 2024 - 11.59 pm, 15 May 2024	
Monthly Prizes	
Spending Period-1	12.00 am, 1 March 2024 - 11.59 pm, 31 March 2024
Spending Period-2	12.00 am, 1 April 2024 - 11.59 pm, 15 May 2024

4) Campaign Mechanics:

- a) Participants will qualify for entries for the Campaign based on the following:
 - i) Minimum spend of RM40 per transaction at any PETRONAS stations on any of the following products to get one (1) entry:
 - a) PETRONAS Primax 97 with Pro- Race;
 - b) PETRONAS Primax 95 with Pro- Drive;

OR

- ii) Minimum spend of RM10 per transaction at any PETRONAS Mesra stores in any PETRONAS stations to get one (1) entry except for cigarettes, prepaid top-ups, Touch N' Go, e-Pay and Café Mesra product purchase.

OR

- iii) Minimum spend of RM10 on Setel app (any transactions on Setel app or paying via Setel app) in a single transaction to get one (1) entry across all Setel app's features as listed below excluding the purchase of fuel:
 - Café Mesra;
 - Retail & online payments, e.g.: Setel QR Pay at counter, Deliver2Me (except for cigarettes, prepaid top-ups, Touch N' Go, and ePay), PETRONAS Shop;
 - Motor & Takaful insurance;
 - Road tax renewal;
 - EV charging;
 - Auto assistance;
 - Parking; and
 - Petronas AutoExpert service center.

- b) All valid transactions require Mesra Rewards Members to key-in their mobile number or use the Setel app with the PETRONAS Mesra Rewards membership activated to qualify for the Campaign entry(s).
- c) Any transaction or payment made by swiping the physical Mesra Card will NOT QUALIFY to participate in the Campaign.
- d) Example Scenarios:

Customer Transaction Amount	Spending On	Mesra Rewards membership or Setel app transaction	Eligible to enter Prize Drawing?
RM40	Primax 95 with Pro-Drive	Swipe with physical Mesra Card	No
RM40	Primax 95 with Pro-Drive	Payment via Setel app with Mesra Card activated in the app	Yes
RM 40	Primax 95 with Pro-Drive	Payment via Setel app without Mesra Card activated in the app	No
RM15	Snacks from Mesra	No Mesra Rewards Loyalty Membership	No
RM 60	Primax 97 with Pro-Race	No Mesra Rewards Loyalty Membership	No
RM 20	Cigarettes	Keying-in mobile number	No
RM10	Beverage from Kedai Mesra	Keying-in mobile number that is registered with Mesra Rewards membership	Yes
RM45	Primax 95 with Pro-Drive	Keying-in mobile number that is registered with Mesra Rewards membership	Yes
RM50	Touch N' Go reload	Swipe with physical Mesra Card	No
RM15	Coffee from Café Mesra	Payment via Setel app with Mesra Card activated in the app	Yes
RM15	Parking Charges	Payment via Setel app with Mesra Card activated in the app	Yes

- e) At the end of the Campaign Period, four hundred sixty (460) winners will be selected by PDB via a computerized selection system, witnessed by the appointed authorized internal 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.

5) Campaign Prizes

a) The prizes are as follows:

Prize Category	Spending Period	Prize (Per Winner)	Winner Quantity
Grand Prize	12.00 am, 1 March 2024 to 11.59 pm, 15 May 2024	i. RM15,000 Cash	10

(10 winners with cumulative spend on fuel of RM700 throughout the Campaign Period will be announced after the Campaign ends)

Prize Category	Spending Period	Prize (Per Winner)	Winner Quantity
Spending Period-1	12.00 am, 1 March 2024 to 11.59 pm, 31 March 2024	i. RM5,000 Cash	8
		ii. 1-Year Free Fuel (PETRONAS Gift Card worth RM3,000)	8
		iii. RM250 Setel Voucher	60
		iv. 10,000 Mesra Rewards Points	100
Spending Period-2	12.00 am, 1 April 2024 to 11.59 pm, 15 May 2024	i. RM5,000 Cash	12
		ii. 1-Year Free Fuel (PETRONAS Gift Card worth RM3,000)	12
		iii. RM250 Setel Voucher	100
		iv. 10,000 Mesra Rewards Points	150

b) The prize is exclusive to the respective winner and cannot be transferred, exchanged or substituted with any alternative item, reward, or prize.

6) Uncaptured Submissions & Transactions via the Setel App or Mobile Number Key-in Feature:

In the event that during the Campaign Period, a Mesra Rewards Member's transaction(s) via their Setel account or the mobile number key-in feature does not capture for any reason whatsoever, PDB and Setel reserves the right to exclude the said transaction(s) amount from the Campaign. Nonetheless, PDB and Setel will make reasonable efforts to take any such steps that would enable Mesra Rewards Members to participate in the Campaign.

7) Prize Fulfilment:

a) Cash prize fulfilment will be done via bank transfer directly to winners' bank account within sixty (60) working days upon notification of winners on PDB's website or through other means as notified by PDB.

- b) PETRONAS Gift Card will be delivered by courier to the winners' address stipulated in the declaration form within sixty (60) working days upon notification of winners on PDB's website or through other means as notified by PDB. PETRONAS Gift Card will be deemed delivered to the winners five (5) working days after the time and date of posting;
- c) Setel Voucher will be delivered directly to the winners' registered email address that has been registered with PDB within sixty (60) working days upon notification of winners on PDB's website or through other means as notified by PDB. Setel Voucher will be deemed delivered to the winners immediately upon transmission (as recorded on the device from which the sender sent the e-mail provided that the sender does not receive a failure of delivery notification)
- d) Mesra Rewards points fulfillment will be delivered directly to the winner's registered Mesra Rewards membership account on the Setel app within sixty (60) working days upon notification of winners on PDB's website or through other means as notified by PDB. In the event of delay on prize fulfillment, PDB will communicate with the winners via registered email address and/or registered mobile number.

8) Other terms:

- a) CardTerus is a payment method on the Setel app that allows Participants to pay for fuel and PETRONAS Mesra store items directly with their credit card, debit card or prepaid card without the need to top-up their Setel wallet.
- b) All eligible entries will be captured for fuel purchases but will be **capped at a maximum of RM3,000 per Participant per month** for the draw.
- c) Smartpay customers are **NOT** eligible to participate in this Campaign.
- d) Participants can also use the mobile number key-in feature which enables customers to earn and redeem Mesra Rewards points without using a physical Mesra Card. Entry will be captured when the Mesra Rewards members' registered mobile number is keyed in on the OPT screen at the fuel dispenser.
- e) PDB's record will be the official record for awarding the Campaign entries. No manual receipt submissions will be entertained.
- f) Participants must ensure that the Mesra Rewards membership 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 ineligible for the Campaign prizes.
- g) Each Participant will only be entitled to win **one (1) prize only throughout the Campaign Period**.
- h) Winners will be contacted via phone call by PDB's Mesralink team for verification to qualify for their prizes. Participants' respective contact numbers are based on the telephone number available in the Mesra Rewards membership database, which shall be valid and reachable. In the event a shortlisted Participant is unreachable via telephone, PDB shall reserve the right to select another shortlisted Participant. The next-in-line shortlisted Participant shall then be contacted and may, potentially, be rewarded with the prize.
- i) Winners will be contacted **ONLY** via phone call by PDB's Mesralink team for verification to be qualified to win their prizes.

- j) In the event that PDB opts to contact the potential winners by phone and is unable to get through to the potential winners due to any reasons 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 winners within four (4) hours. Where such attempts are unsuccessful, PDB hereby reserves the right to select the next potential winners, repeating the same process until a winner is identified.
- k) Winners will be announced via PDB's website at www.mymesra.com.my.
- l) Grand prize winners will receive their prize during the physically conducted prize-giving ceremony by PDB. Winners will be informed through their registered email address and/or registered mobile number with instructions to attend the prize-giving ceremony. Winners must confirm their attendance to the prize-giving ceremony, and in the event they are not able to attend, they may nominate a representative to receive the prize on their behalf. The designated representative is required to bring along an authorization letter or a photocopy of the winner's IC for the prize collection. The prize-giving ceremony will be conducted within sixty (60) working days upon announcing the winners on PDB's website or through other means as notified by PDB. PDB has the right to disqualify the winner if the winner or their representative is unable to attend the prize-giving ceremony.
- m) Winners are required to fill in a declaration form in order to redeem their prizes. Failure to respond within seven (7) working days may result in forfeiture of the prize. PDB reserves the right to select another winners. In the event of delay on prize fulfilment, PDB will communicate with the winners via registered email address and/or registered mobile number.
- n) All winners shall be bound by further terms and conditions as determined by PDB at its sole discretion.
- o) 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. PDB reserves the right to choose the specifications of the prizes and PDB's decision on this matter is final.
- p) All costs, fees and/or expenses incurred or to be incurred by the winners in relation to the Campaign and/ or claim of the prizes, which shall include but not be limited to the cost of transportations, accommodation, meals, personal costs and/or other costs, are the sole responsibility of the winners.
- q) 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. No queries, appeals or correspondences will be entertained.
- r) 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.
- s) The Organiser 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 the Organiser for any and all losses or damages suffered or incurred by the Participants as a result of the said cancellation, extension, suspension, or termination. The Organiser 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.

- t) The Organiser 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.
- u) Winners shall participate in all marketing and promotional activities, as and when required by the Organiser, including but not limited to, conferences, interviews, roadshow, and relevant events.
- v) The Organiser 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.
- w) These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Campaign. The Organiser is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to this Campaign. For any enquiries, please call MESRALINK at 1-300-22-8888.

9) Personal Data

By participating in the Campaign, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure, and retention by the Organiser 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/pdp.

10) Definitions

In these Terms and Conditions:

- a) "Loyalty Programme" shall mean as the PETRONAS Mesra Rewards Loyalty Programme run and managed by PDB.
- b) "Mesra Rewards Membership" shall mean those arrangements under the PETRONAS Mesra Rewards membership specified by PDB by which a Member agrees to participate in the Loyalty Programme.
- c) "Mesra Card" shall mean the PETRONAS Mesra Rewards Loyalty Programme Membership card, or other variations of PETRONAS Mesra Card designated by PDB as such whether in the form of physical or digital card.
- d) "PETRONAS Group of Companies" shall mean PETRONAS, its subsidiaries, any holding company of PETRONAS and all other subsidiaries of any such holding company as the case may be from time to time.