



## PETRONAS SMARTPAY PRODUCT DISCLOSURE SHEET

Please read this document together with SmartPay Terms & Conditions before you decide to sign up with us.

### 1. What is this product about?

PETRONAS SmartPay is a fleet card protected with chip features and PIN number that allows you to purchase petrol at any Petronas stations nationwide. There are 3 different card types available:

- i. Standalone: An individual card that can be used by a driver for designated vehicle only
- ii. Fleet Manager: An individual card that can be used by any driver for any vehicle
- iii. Dual Card: A combination of two cards i.e. Driver Card and Vehicle Card. Both cards must be swiped together to authorize a transaction

This product is open to all corporate and government institutions. Please refer to the link below for supporting documents required for Smartpay application.

[https://www.mymesra.com.my/clients/asset\\_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/Business/Smartpay/PDB\\_Required\\_SmartPay\\_Application\\_Supporting\\_Documents.pdf](https://www.mymesra.com.my/clients/asset_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/Business/Smartpay/PDB_Required_SmartPay_Application_Supporting_Documents.pdf)

### 2. What are the key features for this product?

- i. Account Type – Postpaid or Prepaid
- ii. Credit Limit – To be granted based on financial and credit assessment of applicant
- iii. Security – Chip card features with secured pin number
- iv. Comprehensive – Monthly expenses tracking via online statement of account
- v. Convenient – Immediate access to available balance, daily transactions and card management via SmartPay Online website (SPO)

### 3. What are the fees and charges I have to pay?

Card Replacement Fee:

RM 10.00 will be imposed on your next billing for card replacement due to:

- i. Loss of card
- ii. Damaged of card due to user negligence
- iii. Change of vehicle or driver

No fees will be imposed for card renewal or defective card

### 4. What are my obligations?

- i. The card security pin number shall not be disclosed to anyone
- ii. Writing the card security pin number on the card is strictly prohibited

- iii. Repayment of Postpaid account must be made within 30days
- iv. Any change of customer details must be notified to Customer Service
- v. In the event of lost card, an immediate report must be lodged to PETRONAS via Customer Service
- vi. This document must be read together with SmartPay Terms & Conditions prior to applying as SmartPay customer

#### **5. What if I fail to fulfill my obligations?**

- i. Disclosure security pin number may result in unauthorized transactions
- ii. Postpaid Account will be blocked if there are no payment made to PETRONAS within 30 days
- iii. Failure to update customer's information may result in customers not receiving important announcements and notifications on Smartpay products and services.

#### **6. What do I need to do if there are changes to my contact details?**

You are required to fill up maintenance form and submit to Mesralink at 1-300-88-8383. Please refer to link below to download the maintenance form.

[https://www.mymesra.com.my/clients/asset\\_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/Business/Smartpay/PDB\\_SMARTPAY\\_MAINTENANCE\\_FORM.pdf](https://www.mymesra.com.my/clients/asset_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/Business/Smartpay/PDB_SMARTPAY_MAINTENANCE_FORM.pdf)

#### **7. Where can I get further information?**

You may visit our website at [www.mymesra.com.my/for-business/smartpay](http://www.mymesra.com.my/for-business/smartpay)

OR

**Call "Mesralink" at:**

Tel: 1-300-88-8181

Fax: 1-300-88-8383

E-mail: [mesralinkcard@petronas.com.my](mailto:mesralinkcard@petronas.com.my)

#### **8. Other products available**

Not applicable.



**C. THIRD PARTY DEPOSITOR PENDEPOSIT PIHAK KETIGA (Applicable only if the details differ from the above)**

TYPE OF BUSINESS  (COMPANY / INDIVIDUAL)  
JENIS PERNIAGAAN (SYARIKAT / PERSENDIRIAN)

NAME   
NAMA

COMPANY REGISTRATION/  
NO. PENDAFTARAN SYARIKAT/

IDENTIFICATION NO.  
NO. KAD PENGENALAN

CONTACT NO.  
NO. UNTUK DIHUBUNGI

**D. OTHERS LAIN-LAIN**

SUBSIDY NO.  (Please submit with a copy of MDTCC Subsidy Letter)  
NO. SUBSIDI (Sila hantar dengan salinan Surat Subsidi daripada KPDNKK)

\*EMAIL   
\*E-MEL

Mark (X) to register for SmartPay Online web service (\*Please ensure e-mail provided above)  
Tandakan (X) untuk didaftarkan dengan servis SmartPay Online (\*Sila pastikan alamat e-mel diisikan di atas)

**MONTHLY STATEMENT PREFERENCES**

i. Softcopy (Download from SPO Portal)

ii. Softcopy (E-mail and SPO)

iii. Hardcopy (Fee of RM10/month)

**E. DECLARATION PENGESAHAN**

I/We confirm that all information contained herein is true and complete and authorized for PETRONAS Dagangan Berhad to verify from whatever sources PETRONAS Dagangan Berhad may consider appropriate. I/We hereby acknowledge that the Card may only be used subject to terms and conditions of the PETRONAS SmartPay Fleetcard & Kad Mesra (if applicable) Cardholder agreement which can be viewed at

[https://www.mymesra.com.my/clients/asset\\_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/pdf/smartpay/PETRONAS-SmartPay-Fleetcard-Cardholder-Agreement-2022-R1.pdf](https://www.mymesra.com.my/clients/asset_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/pdf/smartpay/PETRONAS-SmartPay-Fleetcard-Cardholder-Agreement-2022-R1.pdf)  
[https://www.mymesra.com.my/clients/asset\\_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/pdf/terms-conditions/Kad-Mesra-Terms-and%20conditions-2021.pdf](https://www.mymesra.com.my/clients/asset_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/pdf/terms-conditions/Kad-Mesra-Terms-and%20conditions-2021.pdf)

By submitting this application and/or continuing to transact with PETRONAS Dagangan Berhad ("PDB"), you are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by PDB of your 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)

Saya/Kami mengesahkan bahawa setiap maklumat dalam borang ini adalah benar dan memberi kebenaran kepada PETRONAS Dagangan Berhad. Saya/Kami mengakui bahawa kad ini hanya boleh digunakan terma dan syarat dalam perjanjian pemegang kad PETRONAS SmartPay Fleetcard & Kad Mesra (jika berkenaan) yang boleh dilihat di

Dengan menghantar permohonan ini dan/atau meneruskan untuk berurusan dengan PETRONAS Dagangan Berhad ("PDB"), saya dengan ini telah bersetuju dan menerima pengumpulan, pemrosesan, penggunaan, pendedahan dan pengekalan oleh PDB terhadap data peribadi saya seperti yang dinyatakan di dalam Notis Data Peribadi yang diberikan menurut Seksyen 7 Akta Perlindungan Data Peribadi 2010, yang boleh dilihat di [www.mymesra.com.my/pdpa](http://www.mymesra.com.my/pdpa)

**COMPANY STAMP COP SYARIKAT**

AUTHORISED SIGNATORY NAME  
NAMA PENANDATANGAN YANG DIBERIKAN KUASA

  


SIGNATURE  
TANDATANGAN

DATE  
TARIKH

**F. FOR PETRONAS USE UNTUK KEGUNAAN PETRONAS**

a. Log Number

b. Government Code

c. Account Manager

d. Sales Territory

e. Cycle Number  7<sup>th</sup> of the month  
 15<sup>th</sup> of the month  
 25<sup>th</sup> of the month  
 Last day of the month

G.

## CARD INFORMATION

(Please print/copy this page if you would like to request for more than 10 cards)

## MAKLUMAT KAD

(Sila cetak / buat salinan halaman ini jika anda ingin memohon lebih dari 10 kad)

NO	CARD TYPE <i>Jenis Kad</i>				NAME TO APPEAR ON CARD <i>Nama Tertera Pada Kad</i>	VEHICLE NO. <i>No. Pendaftaran Kereta</i>	PRODUCT CATEGORY <i>Kategori Produk</i>					PURCHASE LIMIT (RM) <i>Had Pembelian (RM)</i>			TRANSACTION COUNT LIMIT <i>Had Kiraan Transaksi</i>		ODOMETER READING (Y/N) <i>Bacaan Odometer (Ya/Tidak)</i>	COST CENTRE <i>Pusat Tanggungjawab (Only indicate SEQ – refer Section H)</i>
	STANDALONE <i>Persendirian</i>	FLEET MANAGER <i>Pengurus Kenderaan</i>	VEHICLE CARD <i>Kad Kenderaan</i>	DRIVER CARD <i>Kad Pemandu</i>			RON97	RON95	DIESEL EURO (B10)	DIESEL EURO (B07)	LUBRICANT	SINGLE TRANSACTION <i>Had Satu Transaksi</i>	DAILY <i>Harian</i>	MONTHLY <i>Bulanan</i>	DAILY <i>Harian</i>	MONTH <i>Bulanan</i>		
1.																		
2.																		
3.																		
4.																		
5.																		
6.																		
7.																		
8.																		
9.																		
10.																		

H.

## COST CENTRE (OPTIONAL) PUSAT TANGGUNGJAWAB (TIDAK WAJIB)

SEQ	COST CENTRE CODE <i>KOD PUSAT TANGGUNGJAWAB</i>	COST CENTRE NAME <i>NAMA PUSAT TANGGUNGJAWAB</i>	MONTHLY LIMIT (RM) <i>HAD BULANAN (RM)</i>				
A							
B							
C							
D							

AUTHORISED SIGNATURE & COMPANY STAMP  
TANDATANGAN YANG DIBERI KUASA DAN COP SYARIKAT

**PETRONAS**  
smartPAY



PETRONAS

## KNOW YOUR COUNTERPARTY SELF DECLARATION QUESTIONNAIRE (KYC SELF-DECLARATION QUESTIONNAIRE FOR CUSTOMERS)

PETRONAS is committed to the highest standards of integrity, openness and accountability in the conduct of the group’s business and operations. PETRONAS seeks to conduct its affairs in an ethical, responsible and transparent manner. The PETRONAS Code of Conduct and Business Ethics (“CoBE”) sets out PETRONAS’ core principles and detailed policy statements on the standards of behaviour and ethical conduct including with respect to ethics and integrity, competition, sanction, export control and data privacy.

As part of our commitment, PETRONAS expects its customers to comply with all applicable laws and the relevant parts of the CoBE. The PETRONAS Code of Conduct and Business Ethics is available at <https://www.petronas.com/sustainability/governance-and-ethics>.

Please complete the following questionnaire, using additional pages where necessary, and return a scanned, signed copy to the PETRONAS focal person in charge. If you subsequently learn that any of the information provided below is incorrect or incomplete, please correct or complete it (as applicable) and notify us as soon as possible.

The information provided will be evaluated by PETRONAS and will be kept confidential unless disclosure is ordered by the authorities.

### NOTICE OF DISCLOSURE

#### Applicable Laws relating to regulation of the Processing of Personal Data and matters connected thereto (“Data Protection Law”)

Pursuant to the requirement of Data Protection Law we hereby wish to give this notice and seek your consent on the processing of your personal data as well as to give an assurance of our commitment to ensure that your data is securely processed, kept and not used or disclosed for any other purpose than the commercial dealings we have with you, including our Group of Companies. The contact to whom written requests for access to personal data or correction and/or deletion of personal data or for information regarding policies and procedures and types of personal data handled by us can be made to PETRONAS Mesralink at 1-300-88-8181.

### CERTIFICATION

By signing this document, the undersigned, being duly authorised to complete this questionnaire, hereby certify the following:

- (i) declares that the Company or its shareholders or directors are not the target or subjects of any sanctions;
- (ii) have not been engaging in any conduct/activity that would result in breach of any sanctions or becoming a target or subject of any sanctions;
- (iii) have not been the subject of any convictions or prosecutions or is the subject of any pending investigations by a public authority, in relation to bribery or corruption or money laundering regulations;
- (iv) declares that he/she has, or has obtained from the relevant authority within the Company, the proper mandate and authority to disclose such information;
- (v) consents to the processing of such information for the purpose described in the Notice of Disclosure;
- (vi) acknowledges that the processing of such information may be conducted by a third party on behalf of PETRONAS which may occur in another country than the country of disclosure; and
- (vii) represents that the information provided in this document is, to the best of his/her knowledge is accurate, current and complete as of the date of disclosure.

For and on behalf of

Signed by the authorised representative of the Company:

\_\_\_\_\_

Signature Date

Name	
Designation	

## DOCUMENT CHECKLIST

NO	ITEM / DESCRIPTION (if applicable)	TICK	REMARKS
1	Agreement / Contract / Letter of Offer - signed and stamped		
2	Audited Financial Statements - latest 3 years		
3	BNM Residency Confirmation Form (applicable to Non-Resident Entity)		
4	Bank Statements - latest 3 months		
5	Business Registration Documents (issued by SSM or equivalent Authority):		
	a. Form 9 - Certificate of Incorporation		
	b. Form 13 - Change of Name of Company		
	c. Form 24 - Return of Allotment of Shares		
	d. Form 44 - Registered Office & of Office Hours		
	e. Form 49 - Register Of Directors, Managers and Secretaries		
6	Collateral or Security - in the form of ASB / ASW 2020 / Bank Guarantee / Cash Deposit		
7	Copy of Identification Card (IC)		
8	CCRIS Consent Form		
9	Know-Your-Counterparty (KYC) Declaration Form, KYC6 Screening results, and KYC Endorsement		
10	Official Letter (applicable to Government Entity)		
11	Personal Data (PD) Notice		
<b>BUSINESS-SPECIFIC DOCUMENTS:</b>			
12	Non Disclosure Agreement (NDA) - applies to Retails Non-Fuel Business (NFB) only		

### Note:

1. All documents sourced from outside of Malaysia must be in English. Should the original document is not in English, please provide a certified translation to the original.
2. PETRONAS personnel may request for further clarification and additional document(s) during registration process. Please ensure the contact person(s) given in Section A is the person in charge of this application and related matters.