

PETRONAS DAGANGAN BERHAD
‘MESRAKAN PERJALANANMU 2025’ CAMPAIGN
TERMS AND CONDITIONS

1. Organiser:

- (a) PETRONAS Dagangan Berhad (“PDB”) (hereinafter referred to as the “**Organiser**”), in collaboration with Mesra Retail & Cafe Sdn Bhd (“**MRC SB**”), Setel Ventures Sdn Bhd (“**Setel**”), and PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMM**”), will be organizing the **Mesrakan Perjalananmu 2025 Campaign** (hereinafter referred to as the “**Campaign**”).
- (b) The following terms and conditions shall apply in respect of the Campaign. By participating in the Campaign, all participants agree to be bound by the terms and conditions herein, including any amendments, changes or modification made by the Organiser from time to time without limitation or qualification (hereinafter referred to as the “**Terms and Conditions**”).

2. Eligibility:

- (a) The Campaign is open to all Malaysian citizens, provided they meet the following eligibility requirements:
 - i. Participants must be registered and active members of the PETRONAS Mesra Rewards Loyalty Programme (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) years and above.

Mesra Rewards Members who meet all the above-mentioned requirements shall hereinafter be 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 but not limited to parents, stepparents, siblings, spouses, children, stepchildren and adoptive relationships);
 - ii. PETRONAS station dealers, PETRONAS crew members and their immediate family members (including but not limited to parents, stepparents, siblings, spouses, children, stepchildren, and adoptive relationships); and
 - iii. Third-party service providers engaged by the Organisers, including their permanent and/or contract employees and their immediate family members (including but not limited to parents, stepparents, 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, the Organiser reserves the right, at its sole discretion, to disqualify the Participant and cancel, withdraw and/or to reclaim any prize awarded. In the event the Participant has already received or benefitted from the prize, the Participant agrees and undertakes to reimburse the Organiser for the cost of the prize. The Organiser reserves the right to initiate any legal action as deemed necessary.

3. Campaign Period:

- (a) The Campaign shall be conducted from **1 January 2025 to 30 April 2025** (hereinafter referred to as the “**Campaign Period**”), inclusive of both dates.

- (b) Any amendments, changes or modification to the Campaign Period shall be communicated by the Organiser via its 'PETRONAS Brands' official social media platforms and/or the official website at www.mymesra.com.my.

4. Campaign Mechanics:

- (a) The Campaign consists of two (2) mechanics:
- **Primary Mechanic:** Fuel or spend with PETRONAS to stand a chance to win the Grand Prize of RM15,000 (hereinafter referred to as the “**Primary Mechanic**”).
 - **Secondary Mechanic:** Fuel or spend using the Setel App to redeem Rewards (hereinafter referred to as the “**Secondary Mechanic**”).
- (b) The terms and conditions for Primary Mechanic are as follows:

Primary Mechanic: Fuel or spend with PETRONAS to stand a chance to win the Grand Prize of RM15,000

- 1) Subject to the Campaign eligibility criteria set forth in Clause 2 of these Terms and Conditions, Participants will qualify for Campaign entries to win the Grand Prize of RM 15,000 (hereinafter referred to as “**Grand Prize**”), provided they meet the following requirements:
 - (i) A minimum spend of **RM40 per transaction** at any PETRONAS stations on the following products will qualify for one (1) entry:
 - PETRONAS Primax 97 with Pro-Race; or
 - PETRONAS Primax 95 with Pro-Drive.
 - OR**
 - (ii) A minimum spend of **RM10 per transaction** at any PETRONAS Mesra stores, including purchases of PETRONAS lubricants products, will qualify for one (1) entry. However, purchases of cigarettes, prepaid top-ups, Café Mesra products and transactions via Touch N’ Go and e-Pay are expressly excluded.
 - OR**
 - (iii) A minimum spend of **RM10 per transaction on the Setel app** in any of the following categories will qualify for one (1) entry:
 - 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.
- 2) A total of five (5) Grand Prizes, each valued at RM15,000, will be awarded to five (5) successful Participants each month during the Campaign Period.
- 3) At the end of each month, the Organiser will select five (5) Grand Prize Winners (hereinafter referred to as the “**Grand Prize Winners**”) via a computerized selection system, witnessed by an appointed authorized internal auditor. Over

the course of the Campaign Period, a total of twenty (20) Grand Prize Winners will be selected in this manner.

- 4) Only transactions made using an activated PETRONAS Mesra Rewards membership shall be deemed valid and eligible to qualify for Campaign entries.
- 5) Transactions or payments made using a **physical Mesra Card** are **NOT** eligible for participation in the Campaign.
- 6) To qualify for the Grand Prize, Participants must meet the requirements in paragraph 1. The higher the number of entries, the higher the chances of winning.

(c) The terms and conditions for Secondary Mechanic are as follows:

II. Secondary Mechanic: Fuel or spend using the Setel App to redeem Rewards

Existing Setel App Users

- 1) The Rewards under this Secondary Mechanic are available exclusively for Participants who are existing Setel App users who have spent between RM40 and RM59 per transaction in the three (3) months preceding the commencement of the Campaign, i.e., October, November, and December 2024 (hereinafter referred to as "**Rewards Participants**").
- 2) Subject to the Campaign eligibility criteria set forth in Clause 2 of these Terms and Conditions, Reward Participants who spend a minimum of RM60 per transaction via the Setel App on PETRONAS Primax 97 with Pro-Race or PETRONAS Primax 95 with Pro-Drive shall be eligible to win rewards, including but not limited to the following:
 - Buy 1 Free 1 Single Scoop' Inside Scoop Voucher;
 - RM10 off with RM100 minimum spend' PETRONAS Shop Voucher;
 - RM10 AEON Gift Voucher;
 - RM10 Boost Juice Gift Voucher;
 - RM10 Tealive Cash Voucher;
 - RM5 llaollao Cash Voucher;
 - 100 Mesra Rewards Points; or
 - 10% Off PETRONAS AutoExpert Gift Voucher,(hereinafter referred to as "**Rewards**").
- 3) Successful Rewards Participants (hereinafter referred to as "**Rewards 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, where they can swipe to redeem their Reward.
- 4) Only transactions made via the Setel App using an activated PETRONAS Mesra Rewards membership shall be deemed valid and eligible for the Campaign.
- 5) Weekly Rewards are based on a 7-day cycle per week which starts from the 1st of January 2025 and ends on 30th April 2025.
- 6) Rewards Participants shall be eligible to win only **one (1) Reward per month** during the Campaign Period.

- 7) Rewards are subject to availability and will be distributed on a first-come, first-served basis, while stocks last.
- 8) Rewards may be subject to modification, substitution, or additional inclusion at the discretion of the Organizer during the Campaign Period.

Newly Registered Setel App Users

- 1) Newly registered Setel App users (hereinafter referred to as “**Setel Reward Participants**”) who utilize the special promo code [**c-mp2025**] and spend their first minimum of RM60 per transaction via the Setel App on PETRONAS Primax 97 with Pro-Race or PETRONAS Primax 95 with Pro-Drive within 14 days from the date of the registration on the Setel app during the Campaign Period will be eligible to redeem a RM8 Setel cashback voucher (hereinafter referred to as “Setel Reward”).

5. Uncaptured Submissions or Transactions:

In the event that, during the Campaign Period, a Participant’s transaction is not captured for any reason whatsoever, the Organizer reserves the right to exclude such transactions from the Campaign. Notwithstanding this, the Organizer shall make reasonable efforts to address any such issues to enable Participants to continue participating in the Campaign.

6. Prize Fulfilment:

(a) Monthly Grand Prize of RM15,000

- (i) Fulfilment of the Grand Prizes shall be completed within sixty (60) working days from the date of announcement of the Grand Prize Winners.
- (ii) The Grand Prize of RM 15,000 shall be disbursed via bank transfer directly to the respective Grand Prize Winners’ bank account within sixty (60) working days following the announcement of the Grand Prize Winners on the Organizer’s website at www.mymesra.com.my or through other means as notified by the Organizer.
- (iii) The Grand Prize Winners shall be contacted via telephone by the Organizer for verification purposes. The contact number utilized will be the one registered under the Participant’s PETRONAS Mesra Rewards membership. In the event that a shortlisted Participant cannot be reached, the Organizer shall make up to three (3) additional attempts to contact the Participant within a four (4) hour period. Should all attempts fail, the Organizer reserves the right to select an alternate Participant for the Grand Prize.
- (iv) Following the telephone verification, the Grand Prize Winners will be notified via their registered email address and/or mobile number regarding any required attendance at a prize-giving ceremony. The Grand Prize Winners must confirm their attendance at the prize-giving ceremony. In the event they are unable to attend, they may nominate a representative to receive the Grand Prize on their behalf by providing an authorization letter or a photocopy of the Grand Prize Winner’s identification card (IC). The prize-giving ceremony will be conducted within ninety (90) working days following the announcement of the Grand Prize Winners on the Organizer’s website or through other means as notified by the Organizer.

- (v) The Grand Prize Winners are required to complete a declaration form attached to the email sent by the Organiser to their registered email address in order to redeem their Grand Prizes.
- (vi) Failure by the Grand Prize Winners or their authorized representatives to attend the ceremony or to complete the declaration form within the specified timeline may result in disqualification and forfeiture of the Grand Prize. The Organiser reserves the right to select an alternate winner.
- (vii) In the event of any delay in prize fulfilment, the Organiser will communicate with the Grand Prize Winners via their registered email address and/or mobile number.
- (viii) All Winners shall be bound by further terms and conditions as determined by the Organiser at its sole discretion.

(b) **Rewards**

Rewards will be delivered directly into the Rewards Winners' registered Setel App account under "*My Voucher*" page within forty eight (48) hours after the announcement of the Reward Winners on Setel App or the Organiser's website at www.mymesra.com.my or through other means as notified by the Organiser. In the event of any delay in the delivery of the Rewards, the Organiser will communicate with the Reward Winners via their registered email address and/or mobile number.

(c) **Setel Reward**

The Setel Reward will be delivered directly to the Setel Reward Participants' registered Setel App account within two (2) working days upon fulfilment of the Campaign requirements. In the event of any delay in the delivery of the Setel Rewards, the Organiser will communicate with the Setel Reward Participants via their registered email address and/or mobile number.

7. Other Terms:

- (a) Eligible entries for fuel purchases shall be **capped at a maximum value of RM3,000 per Participant per month.**
- (b) SmartPay customers are **NOT** eligible to participate in this Campaign.
- (c) For the avoidance of doubt, both the Grand Prize Winners and the Rewards Winners are hereinafter be referred to as the "Winners".
- (d) Participants may use the mobile number key-in feature to earn and redeem Mesra Rewards points without using a physical Mesra Card. Transactions will be captured when the Mesra Rewards Member's registered mobile number is keyed in at the fuel dispenser's OPT screen.
- (e) The Organiser's record shall serve as the official record for awarding the Campaign entries. No manual receipt submissions will be entertained.
- (f) Participants must ensure that the PETRONAS Mesra Rewards membership is registered in their own name with a valid NRIC number. Failure to meet this requirement will result in disqualification and forfeiture of the prizes.

- (g) Each Participant shall be eligible to win either the Grand Prize or the Rewards during the Campaign Period. A Participant who has won the Grand Prize shall not be eligible to win any of the Rewards. A Participant who has won the Rewards shall not be eligible to win the Grand Prize but shall remain eligible to receive other Rewards, subject to the terms and conditions of the Campaign, provided that such additional Rewards shall be limited to one (1) Reward per month.
- (h) Only the registered primary account holder of the Setel Family Wallet shall be eligible to participate in the Campaign and receive any prizes in connection with the Campaign. Family members or other individuals linked to the Setel Family Wallet are neither eligible to participate in the Campaign, nor eligible to receive any prizes in connection with the Campaign.
- (i) The Organiser reserves the right, at its absolute discretion and without prior notice, to substitute any of the prizes with other items of similar or higher value. The Organiser reserves the right to determine the specifications of the prizes, and the Organiser's decision on this matter is final.
- (j) All costs, fees and/or expenses incurred or to be incurred by the Winners in relation to the Campaign, Prize Giving Ceremony and/ or claim of the prizes, including but not limited to transportation, accommodation, meals, personal costs and/or other costs, are the sole responsibility of the Winners.
- (k) By 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 the Organiser regarding the Campaign and all matters relating to or in connection thereto are final and binding. No queries, appeals or correspondences will be entertained.
- (l) Non-compliance by the Participants and/or Winners with any of the terms and conditions herein contained shall entitle the Organiser to disqualify any entry and/or revoke any prizes awarded.
- (m) 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.
- (n) 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 amendments, modification, deletion, or changes shall constitute the Participants' unconditional acknowledgment, understanding, agreement and acceptance of such amendments, modification, deletion, or changes in respect of the terms and conditions.
- (o) 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.
- (p) 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.
- (q) 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 any other matters relating to this Campaign. For any enquiries, please call MESRALINK at 1-300-22-8888.

8. 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 for the purpose of the Campaign. The notice can be viewed at the following links:

- (i) For PDB: <https://www.mymesra.com.my/about-us/policies-notice/petronas-dagangan-berhad-privacy-statement>
- (ii) For Setel: [Setel Privacy Statement | Setel](#)

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 Petroliam Nasional Berhad (PETRONAS) (“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.