

PETRONAS DAGANGAN BERHAD
“RANCAKKAN RAYA 2023”
TERMS AND CONDITIONS

1. Organizer:

- a) PETRONAS Dagangan Berhad (“**PDB**”) is the organiser of this RANCAKKAN RAYA 2023 campaign (“**Campaign**”).
- b) This is a joint promotion by PDB, Mesra Retail & Café Sdn Bhd (“**MRC SB**”), Setel Ventures Sdn Bhd (“**Setel**”), and PETRONAS Lubricants Marketing Malaysia (“**PLMM**”) (collectively, the “**Organiser**”) and is subject to the terms and conditions contained herein.
- c) The following terms and conditions apply with respect to this campaign. By participating in this campaign, you agree to be bound by these terms and conditions, including any term that may have been amended from time to time, without limitation or qualification.

2. Eligibility:

- a) This campaign is open to customers who fulfil all the below requirements:
 - i) **Registered and active PETRONAS Mesra loyalty programme member** who either have **physical Mesra card** or virtual Mesra card on **the Setel app or** through the method of keying-in mobile number at the fuel dispenser to **earn Mesra point via mobile number**.
 - ii) Customers holding Malaysian citizenship; and
 - iii) Customers aged eighteen (18) and above.

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

- b) The following persons are **NOT ELIGIBLE** to participate in the campaign:
 - i) Permanent/contract employees of the PETRONAS Group of companies, including PDB, MRC SB, Setel, and PLMM and their immediate family members, specifically their respective fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and including adoptive relationships.
 - ii) 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
 - iii) 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.

- c) 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/recall any prize won by the participant. If the said participant has used or enjoyed the prize, the participant agrees and undertakes to indemnify PDB for the costs of such prize and PDB shall have the right to initiate any action it deems necessary against the said participant.

3. Campaign Prizes:

- a) The prizes are as follows:

GRAND PRIZE

10 winners x RM20,000 cash prize

(10 winners with cumulative spend of RM600 throughout the Campaign Period to be announced after campaign ends)

MONTHLY PRIZE(S)

- a. **90 winners x RM1,000 cash prize** (30 winners per month)
- b. **90 winners x RM500 cash prize** (30 winners per month)
- c. **150 winners x RM100 Setel e-voucher** (50 winners per month)

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

4. Campaign Period:

- a) Unless otherwise notified by PDB, the campaign will be conducted from **15 March 2023 to 31 May 2023** (“**Campaign Period**”), both dates inclusive.
- b) 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**”):

Period	Spend Period by date
Grand Prizes	
12.00 am, 15 March 2023 - 11.59 pm, 31 May 2023	
Monthly prizes	
Month 1	12.00 am, 15 March 2023 - 11.59 pm, 31 March 2023
Month 2	12.00 am, 01 April 2023 - 11.59 pm, 30 April 2023
Month 3	12.00 am, 01 May 2023 - 11.59 pm, 31 May 2023

5. Campaign Mechanics:

a) Participants will qualify for entries for the Campaign based on the following **transaction(s) with Mesra/Setel**:

- i) Minimum spend of **RM40 per transaction** at any PETRONAS station on any of the following products to get one (1) entry:
- PETRONAS Primax 97 with Pro-Race;
 - PETRONAS Primax 95 with Pro-Drive;
 - PETRONAS Dynamic Diesel;
 - PETRONAS Dynamic Diesel Euro 5 with Pro-Drive;

OR

- ii) Minimum spend of **RM10 per transaction** at any PETRONAS Mesra store in any PETRONAS station to get one (1) entry **except** for cigarettes, prepaid top-ups, Touch N' Go and ePay.

OR

- iii) Minimum spend of **RM10 on Setel** in a single transaction to get one (1) entry across all of Setel's features **except for fuel, for example**:
- Café Mesra
 - Retail & online payments, e.g.: Scan & pay at counter, DuitNow QR, 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

b) Example Scenarios:

Customer Transaction Amount	Spending on	Mesra card or Setel app transaction	Is transaction valid?	Total valid transactions	Eligible to enter Monthly Prize Drawing?
RM40	Primax 95 with Pro-Drive	Swipe with Physical Mesra Card	Yes	5	Yes
RM40	Primax 95 with Pro-Drive	Payment via Setel App	Yes		
RM15	Snacks from Mesra	No Mesra Loyalty Membership	No		
RM 60	Primax 97 with Pro-Drive	No Mesra Loyalty Membership	No		
RM 19	Cigarettes	Swipe with Physical Mesra Card	No		
RM10	Buns from Kedai Mesra	Swipe with Physical Mesra Card	Yes		
RM45	Primax 95 with Pro-Drive	Keying-in mobile number on the OPT screen	Yes		
RM50	Touch N' Go reload	Swipe with Physical Mesra Card	No		
RM15	Coffee from Café Mesra	Payment via Setel App	Yes		

6. Physical Mesra Card Replacement Entries

- a) If, during the campaign period, Participant(s) swipe their existing Mesra card for their purchase amount, but the Mesra card was subsequently reported lost by the participant(s), PDB shall on a reasonable effort basis ensure that the transactions from the reported lost/replaced Mesra card are included and are eligible to be in the running for the grand prize and monthly prizes, provided that the participant(s) directly reports the loss of the old Mesra card to MESRALINK at 1300- 22-8888 and that the new Mesra card has been registered by the participant(s) within 48 hours from the time the old Mesra card was reported as lost.
- b) Participant(s) are requested in the meantime to download Setel application from www.setel.com and activate the Mesra membership or use the Cardterus function to ensure all transactions are recorded in the system. Mobile number key-in on the OPT screen options is only available at selected stations, to view the activated full station list, click on the link: <https://www.mymesra.com.my/for-consumer/mesra-loyalty-programme/earn-redeem-mesra-points-the-new-mesra-way>

7. Uncaptured submissions & transaction via the Setel app or mobile number key-in on the OPT screen features:

- a) In the event that during the campaign period, the member's transaction(s) via their Setel account or via mobile number key-in on the OPT screen feature does not capture for any reason whatsoever, PDB and Setel reserve the right to exclude the said transaction(s) amount from the campaign.
- b) 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

8. Miscellaneous:

- a) 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.
- b) Entries for fuel purchases will be capped at a maximum of RM3,000 per participant per month for the draw.
- c) Smartpay physical or digital customers are not eligible to take part in this campaign.
- d) Participant can also use the mobile number key-in on the OPT screen features which enable customers to earn and redeem Mesra points without using any physical Mesra card. Entry will be captured when the Mesra members' registered mobile number is key in on the OPT screen at the fuel dispenser. This new feature is only available at selected stations. Refer to <https://www.mymesra.com.my/for-consumer/mesra-loyalty-programme/earn-redeem-mesra-points-the-new-mesra-way> for more information.
- e) PDB's record will be the official record in terms of awarding the campaign entries. No manual receipt submission will be entertained.
- f) Participants are required to ensure that the Mesra 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 will not be eligible to be in the running for the campaign prizes.
- g) At the end of the campaign period, a total of 340 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.
- h) Each Participant will only be entitled to win one (1) prize only throughout the campaign period.
- i) The winners will be contacted via phone call by PDB's Mesralink team to do verification to be qualified to win their prizes. The participant(s) contact number is based on the telephone number that is available in the Mesra membership database. All participants shall ensure that their telephone number is valid and reachable. In the event if a shortlisted contestant(s) is unreachable via telephone, PDB shall reserve the right to select another shortlisted contestant(s). The next-in-line shortlisted contestant(s) shall be contacted and may, potentially, be rewarded with the prize.
- j) The winners will be announced via PDB's website at www.mymesra.com.my.
- k) Prize giving for the grand prizes & monthly prizes may be conducted through a physical prize giving ceremony. The winner(s) will be informed through their registered email/ registered mobile number on the requirement to attend the prize

giving ceremony. Winner(s) attendance are required and compulsory for the prize giving ceremony to receive the prizes, if unable to attend, PDB has the right to disqualify the winner. The prize giving ceremony will be conducted within three (3) months period upon the announcement of the winners via PDB's website or through other means as notified by PDB.

- l) The 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 forfeit of prize. PDB shall reserve the right to select another winner(s). In the event of delay on prize fulfilment, PDB will communicate with the winners via email/ registered mobile number.
- m) PDB may choose to contact the potential winner(s) via phone (through the telephone number of the winner(s) as per registered in the Mesra Loyalty Programme membership application form) or SMS or any other form of communication as PDB deems suitable.
- n) 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.
- o) All winners shall be bound by further terms and conditions as determined by PDB at its sole discretion.
- p) 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.
- q) PDB reserves the right to choose the specifications of the prizes and PDB's decision on this matter is final.
- r) All costs, fees and/or expenses incurred or to be incurred by the winners in relation to the campaign.