



Mesra New Customer Cashback Campaign Terms & Conditions

1.0 Organiser:

Mesra New Customer Cashback Campaign ("Campaign") is organised by Setel Ventures Sdn. Bhd. ("Organiser")

2.0 Campaign Period:

Unless otherwise notified by the Organiser, the Campaign will be conducted from 30 September 2022, 0000hr (Malaysia time) to 31 December 2022, 2359hr (Malaysia time) ("Campaign Period"), both dates inclusive.

3.0 Eligibility:

3.1 The Campaign is open to new Setel customers who download and register using the Setel app with a promo code <c-mesra60> during the Campaign Period.

3.2 The following customers are NOT ELIGIBLE to participate in the Campaign ("Ineligible Customers"):

- a) Customers who register for a Setel account after 31 December 2022.
- b) Existing Setel customers who already own a Setel account before 30 September 2022.
- c) Customers who register with other promo codes/referral codes.

3.3 In the event an Eligible Customer is found to be ineligible, and/or discovered to have performed fraud transactions at any point of time during or after the Campaign Period as stated below, the Organiser reserves the right at its sole discretion to disqualify the said Eligible Customer from participating in this Campaign and to cancel/withdraw/recall any incentives granted to the Eligible Customer, failing which, the Eligible Customer agrees and undertakes to indemnify the Organiser for the value and costs of such incentives. The Organiser shall have the right to initiate any action it deems necessary against the said Customer.

4.0 Campaign Mechanics & Rewards:

4.1 Each Eligible Customer is entitled to receive a maximum of RM60 Setel cashback for spending a cumulative minimum of RM480 on fuel, Kedai Mesra, and/or Deliver2Me via the Setel app within thirty (30) days from the date of registration. ("Eligible Transaction").

4.2 To earn the Setel cashback, customers need to unlock the below Badges by performing the following transaction(s):



Badges	Setel Cashback to be granted	Transaction Requirement*
Badge 1	RM 7	Cumulative minimum of RM60
Badge 2	RM 8	Cumulative minimum of RM60
Badge 3	RM 15	Cumulative minimum of RM120
Badge 4	RM 30	Cumulative minimum of RM240
Total	RM60	Cumulative minimum of RM480

*Only spendings made for fuel, Kedai Mesra and/or Deliver2Me via the Setel app is entitled to earn the cashback in this Campaign.

Table 1: Examples of eligible and ineligible entitlements:

Registration Date	Transaction Date	Transaction Amount	Badges Unlocked	Cashback	Remark
30 Sept 22	30 Oct 22	RM60	One (1)	RM7	Unlock 1 Badge (RM7 cashback) for a cumulative spend of RM60 within 30 days of registration
30 Sept22	30 Oct 22	RM480	Four (4)	RM60	Unlock 4 Badges (RM60 cashback) for a cumulative spend og RM480 within 30 days of registration
30 Sept 22	30 Oct 22	RM50	Zero (0)	RM0	Not entitled for any cashback for cumulative spend below RM60.
30 Sept 22	5 Nov 22	RM60	Zero (0)	RM0	Not entitled to any cashback for spending made after 30 days of registration
1 Jan 23	1 Jan 23	RM60	Zero (0)	RM0	Not entitled to participate in the Campaign after 31 Dec 2022.



4.2 Eligible Customer(s) who do not meet all the requirements of Eligible Transaction(s) or any of the Terms and Conditions will not be eligible to participate in the Campaign.

4.3 In the event that the Eligible Transaction(s) that are performed by Eligible Customer(s) is not captured, the Organiser reserves the right to exclude them from participating in the Campaign.

4.4 Nonetheless, the Organiser will on a best effort basis, subject to the transaction(s) captured by the Setel account, endeavour to enable the Customers to be eligible to participate in the Campaign.

5.0 Campaign Prizes Fulfilment:

5.1 Each Eligible Customer can only receive a maximum of RM60 Setel cashback for one time in this Campaign by unlocking the four (4) Badges.

5.2 The Badges will be unlocked and the cashback will be credited to the Eligible Customers' Setel Wallet in 3 to 5 working days after the transaction requirements are fulfilled.

5.3 The cashback received is not transferable to third parties and cannot be converted into a cash alternative and/or other prizes

5.5 Organiser shall not be held liable for any and all losses or damages suffered or incurred to the Eligible Customer(s) for failure to credit the cashback within the said period.

5.6 The Organiser reserves the right to make further verifications and request for additional personal identification details and documents, as well as the right to disqualify or withdraw the Customer's eligibility for the cashback at any time, regardless of whether the cashback has been awarded to the Eligible Customer(s), should there be any non-compliance to the agreed Terms and Conditions.

5.7 The Organiser's decision on all matters relating to this Campaign cashback shall be final and binding. No enquiries by the Eligible Customer(s) will be entertained.

6.0 Personal Data

By entering into the Campaign, Eligible Customer(s) 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.setel.com/privacy.

7.0 Miscellaneous

7.1 By entering or participating in the Campaign, Eligible Customer(s) hereby fully and unconditionally agrees to 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 and no such queries, appeals or correspondences will be entertained.

7.2 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 the Eligible Customer(s). For the avoidance of doubt, any cancellation, extension, suspension, or termination of the Campaign Period at any time prior to the expiry of the Campaign Period shall not entitle the Eligible Customer(s) to claim any compensation from the Organiser for any and all losses or damages suffered or incurred by the Eligible Customer(s) as a result of the said cancellation, extension, suspension or termination.

7.3 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 with adequate notice. Continued participation in the Campaign following any such changes and/or amendments shall constitute unconditional acknowledgement, understanding, agreement, and acceptance of such changes in respect of the Terms and Conditions.

7.4 The Organiser reserves the right to use the names, addresses, photographs, information and documents of the Customer as materials in advertisements and other forms of publicity for the purpose of the Campaign from time to time without prior notice to the Campaign. The Eligible Customer(s) shall not claim ownership of the material. The participation of the Customer in the Campaign constitutes their consent to such use, with adequate notice, without payment or consideration.

7.5 The Organiser may require the Eligible Customer(s) to publish promotional activities of Setel on the Customer's social media accounts. By accepting the terms and conditions of this Campaign, the Eligible Customer agrees to accommodate a such request made by the Organiser.

7.6 The Organiser shall not be held responsible or liable for any claim of loss or damage to property or personal injury or loss of life by the Eligible Customer(s), and/or any party resulting from or arising out of or in connection with this Campaign or the prize given under this Campaign.

7.7 These Terms and Conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Campaign.



7.8 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.

7.9 The Campaign Terms and Conditions shall be further subjected to the Setel General Terms and Conditions, which can be found at <https://www.setel.com/terms>

[Updated 1 December 2022]

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