



CNY 'Golden Rewards'

From 1 February 2024, (12:00 AM) to 29 February 2024, (11:59 PM)

Terms & Conditions

1.0 Organiser:

CNY 'Golden Rewards' ("Campaign") is organised by Setel Ventures Sdn Bhd (Setel) ("Organiser").

2.0 Campaign Period

Unless otherwise notified by the Organiser, the Campaign will be conducted from 1 February 2024, 12:00 AM (GMT +8) to 29 February 2024 11:59 PM (GMT +8) ("Campaign Period"), both dates inclusive. Any updates or changes will be communicated by Setel on their social media platforms and the official website.

3.0 Eligibility

3.1 This Campaign is open to existing and new Setel users who are:

- a) A registered and active PETRONAS Mesra Rewards loyalty programme member. A PETRONAS Mesra Rewards loyalty member is anyone with either a physical Mesra card, a virtual Mesra Rewards card, or a Mesra Rewards account linked to their mobile number;
- b) Customers holding Malaysian citizenship; and
- c) Customers aged eighteen (18) and above.

3.2 Customers are able to download Setel app through Google Play Store/Huawei Store/Apple App Store and must have a registered Setel account.

3.3 The following persons are NOT ELIGIBLE to participate in the Campaign:

- a) Permanent/contract employees of the PETRONAS Group of companies, including PDB, MRC SB, Setel, Visa, and PLMM and their immediate family members, specifically their respective fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren, and including adoptive relationships;
- b) 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
- c) 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.

3.4 During the Campaign Period, each customer (1 user ID) is eligible to participate in the Campaign by following the Campaign Mechanics:

4.0 Campaign Mechanics

4.1 Participants will qualify for entries for the Campaign based on the following:

All entries must use Setel App and include a minimum spend of RM40 on fuel (exclude diesel):

(a) PETRONAS Primax 97 with Pro-Race

(b) PETRONAS Primax 95 with Pro-Drive

Or,

A minimum spend of RM10 at:

(a) Café Mesra

(b) Kedai Mesra (except cigarettes, prepaid top-ups, Touch N' Go)

and users will get more entries when they spend on the below according to the week:

- a) **Week 1 - 'Dragon's Hoard of Prosperity':**
 - Additional entry for spending on parking, auto assistance, insurance, or road tax renewal.
- b) **Week 2 - 'Elixir of Wealth':**
 - Additional entry for using Setel QR or DuitNow QR.
 - Retail & online payments, e.g.: Scan & pay at counter, Deliver2Me (except for cigarettes, prepaid top-ups, Touch N' Go, and ePay), PETRONAS Shop
- c) **Week 3 - 'Fuel Fortune':**
 - Additional entry for new Setel users purchasing fuel for the first time (excluding diesel).
- d) **Week 4 - 'Dragon's Ultimate Bounty':**
 - Additional entry for spending on services mentioned from Week 1 - Week 3.
 - Setel transaction across all Setel's features, example:
 - Retail & online payments, e.g.: Scan & 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
- PETRONAS Auto Expert service centre

4.2 Any transaction or payment made by swiping the physical Mesra card will NOT QUALIFY the customer to participate in the Campaign.

4.3 Example scenarios:

- (a) Customer 1 spent RM40 on fuel using the Setel app in Week 1. The customer then used the Setel app to renew road tax in the same Week. Hence, the customer will gain 2 entries.
- (b) Customer 2 spent RM15 at Kedai Mesra using the Setel app on Week 2, then purchased groceries using Setel QR in the same week. The customer also uses DuitNow QR via the Setel app to purchase food. Hence, the customer will gain 3 entries.

5.0 Campaign Prizes

5.1 Weekly Grand Prizes

Week 1	<ul style="list-style-type: none">● 8,888 Mesra Rewards points x 10 winners● Apple Watch SE x 2 winners● Gold coins (0.6g) x 9 winners
Week 2	<ul style="list-style-type: none">● 8,888 Mesra Rewards points x 10 winners● Apple Watch SE x 2 winners● Gold coins (0.6g) x 9 winners
Week 3	<ul style="list-style-type: none">● 88% fuel cashback (maximum RM3,000) x 5 winners● 88,888 Mesra Rewards points x 5 winners● Apple Watch SE x 2 winners● Gold coins (0.6g) x 9 winners
Week 4	<ul style="list-style-type: none">● 888,888 Mesra Rewards points x 3 winners● Apple Watch SE x 2 winners● Gold bar (2g) x 3 winners● Gold coins (0.6g) x 9 winners● Autographed Mercedes-AMG PETRONAS 2023 cap x 1 winner

5.2 Weekly Prizes

Week 1	<ul style="list-style-type: none">● RM 88 Setel Cashback x 8 winners● RM50 Senheng vouchers x 10 winners● RM20 Bateriku vouchers x 5 winners
Week 2	<ul style="list-style-type: none">● RM 88 Setel Cashback x 8 winners

	<ul style="list-style-type: none"> • RM50 Senheng vouchers x 10 winners • RM100 Marrybrown vouchers x 5 winners • RM20 Bateriku vouchers x 5 winners
Week 3	<ul style="list-style-type: none"> • RM 88 Setel Cashback x 8 winners • RM 88 Courts Malaysia vouchers x 5 winners • RM88 PETRONAS Shop vouchers x 10 winners • RM20 Bateriku vouchers x 5 winners
Week 4	<ul style="list-style-type: none"> • RM 888 Setel Cashback x 8 winners • 88% MYDIN cashback (maximum RM3,000) x 5 winners • RM88 PETRONAS Shop vouchers x 10 winners • RM20 Bateriku vouchers x 5 winners

5.3 In the event that any item listed becomes unavailable due to unforeseen circumstances or any other reason, Setel reserves the right to substitute the unavailable item with a similar item of equal or greater value. Setel will make reasonable efforts to notify the concerned party about any substitutions.

6.0 Spending Period

6.1 Any updates or changes will be communicated by Setel on their social media platforms and official website.

6.2 Spend period according to date, for the participant(s) to qualify for the grand prize(s) and weekly prize(s) every week are as per the table below:

Week no.	Spend period by date
Grand Prizes	
12:00 AM, 1 February 2024 – 11:59 PM, 29 February 2024	
Weekly Prizes	
Week 1	12:00 AM, 1 February 2024 – 11:59 PM, 7 February 2024
Week 2	12:00 AM, 8 February 2024 – 11:59 PM, 14 February 2024
Week 3	12:00 AM, 15 February 2024 – 11:59 PM, 21 February 2024
Week 4	12:00 AM, 22 February 2024 – 11:59 PM, 29 February 2024



7.0 Cashback, Mesra Rewards Points, Setel Cashback & Vouchers

7.1 Winners who received the 88% fuel cashback and 88% MYDIN cashback (maximum RM3,000) can earn the cashback until 31 December 2024.

7.2 Mesra Rewards points received by winners will expire after 3 years. Throughout its validity, the points remain valid for usage as long as the Setel account is still active.

7.3 Winners who received Setel Cashback can use it until 31 December 2024.

7.4 Winners who received the following vouchers are subject to merchants' terms and conditions, expiry date, and minimum spend that has been set by the merchants to use the vouchers.

- (a) RM50 Senheng Voucher
- (b) RM88 Courts Malaysia Voucher
- (c) RM50 Marrybrown Voucher
- (d) RM88 PETRONAS Shop Voucher
- (e) RM20 Bateriku Voucher

7.5 Rewards cannot be bundled with other ongoing promotions, offers, loyalty programs, e-Vouchers, and/or discounts otherwise organised by participating merchants.

8.0 Prizes Fulfilment

8.1 Prizes from PDB:

(a) **Mesra Rewards points** - Mesra Rewards points will be granted directly to the winners' Setel app within 30 working days after the winner announcement.

(b) **Apple Watch SE** - All winners/representatives must collect the Apple Watch SE from Setel headquarters on their own on the prize-giving day, which will be held within 30 working days after campaign ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon collection of the Apple Watch SE, winners/representatives are obliged to present their identification card (IC) for verification and sign an acknowledgment receipt.

(c) **Gold bar** - All winners/representatives must collect the gold bar from Setel headquarters on their own on the prize-giving day, which will be held within 30 working days after campaign ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon collection of the Gold bar, winners/representatives are obliged to present their identification card (IC) for verification and sign an acknowledgment receipt.

(d) **Gold coins** - All winners/representatives must collect the gold coins from Setel headquarters on their own on the prize-giving day, which will be held within 30



working days after campaign ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon collection of the Gold coins, winners are obliged to present their identification card (IC) for verification and sign an acknowledgment receipt.

(e) **88% fuel cashback (maximum RM3,000)** - Cashback will be auto-credited to the winners' Setel apps, capped at RM3,000.

8.2 Prizes from Setel:

(a) **Setel Cashback** - Setel Cashback will be granted directly to the winners' Setel app within 30 working days after the winner announcement.

8.3 Prizes from Setel's Partners:

(a) **88% MYDIN cashback (maximum RM3,000)** - Cashback will be auto-credited to the winners' Setel apps, capped at RM3,000.

(b) **Senheng vouchers** - Personalised in-app messages will be sent to the winners and they can redeem the e-vouchers via the Setel app.

(c) **Bateriku vouchers** - Winners/representatives must collect the vouchers from Setel headquarters on their own during the prize-giving day, which will be held within 30 working days after campaign ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon prize collection, winners/representatives are required to present their IC for verification and sign an acknowledgment receipt.

(d) **Marrybrown vouchers** - Winners/representatives must collect the vouchers from Setel headquarters on their own during the prize-giving day, which will be held within 30 working days after campaign ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon prize collection, winners/representatives are required to present their IC for verification and sign an acknowledgment receipt.

(e) **Courts Malaysia vouchers** - Personalised in-app messages will be sent to the winners and they can redeem the e-vouchers via the Setel app.

(f) **PETRONAS Shop vouchers** - Personalised in-app messages will be sent to the winners and they can redeem the e-vouchers via the Setel app.

(g) **Autographed PETRONAS Shop Mercedes-AMG PETRONAS 2023 cap** - Winners/representatives must collect the autographed cap from Setel headquarters on their own during the prize-giving day, which will be held within 30 working days after campaign ends. Failure to do so will result in the forfeiture of the prize and the



selection of another available winner.

Upon prize collection, winners/representatives are required to present their IC for verification and sign an acknowledgment receipt.

9.0 Winner Selection Process

9.1 The winners will be announced via weekly livestreams on Setel's social media platforms (Instagram, YouTube, TikTok, Facebook) and PETRONAS Brands' social media platforms (Instagram, Facebook) as follows:

- (a) Week 1 winners: 15 February 2024
- (b) Week 2 winners: 22 February 2024
- (c) Week 3 winners: 29 February 2024
- (d) Week 4 winners: 7 March 2024

9.2 Winners will also be announced via Setel's CNY Golden Rewards promotional page at setel.com/golden-rewards, where their names and the last four digits of winners' phone numbers will be disclosed.

9.3 Every week before the livestream, shortlisted participants will be selected by Setel in accordance with the below:

- (a) Number of entries
- (b) Total spend on fuel and other transactions

9.4 A selection process (witnessed and recorded by the appointed Setel representative) will be held to select winners from the shortlisted participants. The number of winners selected each week will follow the schedule below.

- Week 1: 44 winners
- Week 2: 49 winners
- Week 3: 49 winners
- Week 4: 41 winners

9.5 The shortlisted participants will then be contacted via phone call by Setel's team for identity verification to be qualified to win their prizes. Before the livestream session, the participants will be contacted, and before we can officially declare them the winner, they will need to respond to tie-breaker questions.

9.6 Failure to answer the tie-breaker questions will result in the prizes not being granted, and other possible participants will be contacted. The process will be repeated until an eligible winner has been identified. Setel'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.

9.7 In the event that Setel 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, Setel will then make



another three (3) attempts to contact the potential winner(s). Where such attempts are unsuccessful, Setel hereby reserves the right to select the potential winner where the same process of selecting the winner will be repeated until a winner is identified.

9.8 Participants are required to ensure that the mobile number 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.

9.9 Setel's record will be the official record in terms of awarding the Campaign entries. No manual receipt submission will be entertained.

9.10 Each participant will only be entitled to win one (1) prize throughout the Campaign Period.

9.11 For all tangible prizes, the winners or a representative will self-collect the prizes at Setel's headquarters on the prize-giving day upon notification of winners on Setel's website or through other means as notified by Setel. The winners are required to fill in a declaration form. In the event of delay on prize fulfilment, Setel will communicate with the winners via email/registered mobile number.

9.12 In the event that the winner cannot be present at the prize giving day, 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 photocopied IC of the winner as consent for collecting the prize.

9.13 E-voucher prizes will be given directly to the winners' registered Setel account that has been registered with Setel within one (1) month upon notification of winners on Setel's website or through other means as notified by Setel. In the event of delay on prize fulfilment, Setel will communicate with the winners via email/ registered mobile number.

9.14 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 Setel 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.

9.15 Non-compliance by the participants and/or winners with any of the terms and conditions herein contained shall entitle Setel to disqualify any entry and/or revoke any prizes awarded.

10.0 Uncaptured Submissions & Transaction via the Setel App:

10.1 In the event that during the Campaign Period, the participant's transaction(s) via their Setel account is not captured for any reason whatsoever, Setel reserves the right to exclude the said transaction(s) amount from the Campaign.

10.2 Nonetheless, Setel will, on a reasonable effort basis, endeavour to take any such



steps that would enable the Members(s) to participate in the Campaign.

11.0 Miscellaneous

11.1 Mesra Rewards points can be converted to Setel Wallet balance but are not exchangeable with e-Vouchers of other redemptions.

11.2 By participating in this Campaign, customers are deemed to have reviewed, read, and accepted the Terms and Conditions.

11.3 In the event a 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, Setel reserves the right at its sole discretion to disqualify the said customer from participating in this Campaign and to cancel/withdraw/recall any incentives granted to the customer, and also the right to initiate any action it deems necessary against the said customer.

11.4 Setel reserves the right to cancel, revise, shorten, extend, suspend or terminate the Campaign at any time without prior notice. For avoidance of doubt, any cancellation, revision, shortening, extension, suspension, or termination of the Campaign at any time shall not entitle the users to claim any compensation from Setel for any and all losses or damages suffered or incurred by the users.

11.5 For enquiries, email us at hello@setel.com or chat with our Customer Service team on the Setel App.

12.0 Personal Data

By entering the Campaign, participants are deemed to have agreed and consented to the collection, processing, use, disclosure, and retention by Setel 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.my/privacy.