

**PETRONAS DAGANGAN BERHAD**  
**'GANJARAN LEBIH BERMAKNA' 2025 CAMPAIGN**  
**TERMS AND CONDITIONS**

**1. Organiser:**

- (a) PETRONAS Dagangan Berhad (“PDB”) (hereinafter referred to as the “**Organiser**”), in collaboration with Setel Ventures Sdn Bhd (hereinafter referred to as “**Setel**”) and VISA (hereinafter referred to as “**VISA**”) will be organizing the **Ganjaran Lebih Bermakna 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 hold Malaysian citizenship; and
  - ii. Participants must be aged eighteen (18) years and above.
  - iii. Participants must be a member of the PETRONAS Mesra Rewards Loyalty Programme (hereinafter referred to as “**PETRONAS Mesra Rewards Members**”).

PETRONAS Mesra Rewards Members who meet all the above-mentioned requirements shall hereinafter be referred to as “**Participant**” or “**Participants**”.

- (b) Unless otherwise decided by the Organiser, 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 Organiser, 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).
  - iv. PETRONAS Mesra Rewards Members who perform transactions using a physical PETRONAS Mesra Card under the campaign mechanics.
- (c) In the event a Participant is found to be ineligible or is suspected by the Organiser to be involved in any fraudulent activity related to the Campaign at any time during or after the Campaign Period, the Organiser reserves the right, at its sole discretion, to disqualify the Participant and cancel, revoke, withdraw, or reclaim any prize awarded. Should the Participant have already received or benefited from the prize, the Participant agrees and undertakes to reimburse the Organiser for the full cost of the prize. The Organiser also reserves the right to pursue legal action as deemed necessary.

### 3. Campaign Period:

- (a) Unless otherwise notified by the Organiser, the Campaign shall be conducted from **1 June 2025 to 31 August 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](http://www.mymesra.com.my).

### 4. Campaign Mechanics:

- (a) The Campaign consists of two (2) mechanics:
  - i. **Primary Mechanic:** Fuel with PETRONAS using Setel App and/or by entering your mobile number at the pump or at the cashier counter (hereinafter referred to as the “**Cardless method**”) for a chance to redeem the Instant Rewards (as defined below) and/or win the first prize of Mesra Rewards points or Grand Prize of two (2) years free fuel (hereinafter referred to as the “**Primary Mechanic**”).
  - ii. **Secondary Mechanic:** Fuel with PETRONAS using Setel App and/or by entering your mobile number at the pump or at the cashier counter (hereinafter referred to as the “**Cardless method**”) and make payment using VISA cards and/or VISA co-brand credit cards for a chance to win an exciting travel voucher (hereinafter referred to as the “**Secondary Mechanic**”).
- (b) The terms and conditions for the Primary Mechanic are as follows:

**Primary Mechanic: Fuel with PETRONAS using Setel App and/or Cardless method for a chance to redeem Instant Rewards and/or win the First Prize of Mesra Rewards points or Grand Prize of two (2) years free fuel**

- 1) Subject to the Campaign eligibility criteria set forth in Clause 2 of these Terms and Conditions, Participants will qualify for the Campaign entries to redeem vouchers and/or Mesra Rewards points (hereinafter referred to as “**Instant Rewards**”), provided they meet the following vehicle type and/or spend category requirements:
  - i. **2-Wheelers Category:** A spend of **RM5 to RM8 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.(hereinafter referred to as the “**2-Wheelers Category**”)
  - OR**
  - ii. **4-Wheelers RM45 Category:** A spend of **RM45 to RM79.99 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.(hereinafter referred to as the “**4-Wheelers RM45 Category**”)
  - OR**
  - iii. **4-Wheelers RM80 Category:** A minimum spend of **RM80 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.

(hereinafter referred to as the “**4-Wheelers RM80 Category**”)

- 2) Participants will also qualify for the First Prize of Mesra Rewards points (hereinafter referred to as “**First Prize**”) or Grand Prize of two (2) years free fuel (hereinafter referred to as “**Grand Prize**”), provided they have **fully registered and activated** their PETRONAS Mesra Rewards Membership and meet the following vehicle type and/or spend category requirements:
  - i. **2-Wheelers Category:** A minimum cumulative spend of **RM40 per month** at any PETRONAS stations on the following products.
    - PETRONAS Primax 97 with Pro-Race; or
    - PETRONAS Primax 95 with Pro-Drive.
  - OR**
  - ii. **4-Wheelers RM45 and RM80 Category:** A minimum cumulative spend of **RM250 per month** at any PETRONAS stations on the following products:
    - PETRONAS Primax 97 with Pro-Race; or
    - PETRONAS Primax 95 with Pro-Drive.
- 3) To qualify for the Campaign entries, fuel transactions must be completed as PETRONAS Mesra Rewards Members via the **Setel App** or **Cardless method** and the fuel must be pumped directly into the Participants’ vehicle at the time of the transaction. Transactions made using physical PETRONAS Mesra Cards are **not eligible** for the Campaign.
- 4) The vehicle categories are as defined below.
  - i. **2-Wheelers Category:** Refers to any motorized vehicle with two wheels that is powered by a petrol (gasoline) engine. This includes, but is not limited to, motorcycles, scooters, and moped registered for road use. For the avoidance of doubt, this excludes electric two-wheelers and any vehicles powered by diesel or alternative fuels.
  - ii. **4-Wheelers Category:** Refers to any motorized vehicle with four wheels that is powered by a petrol (gasoline) engine. This includes, but is not limited to, cars, pickup trucks, vans and sport utility vehicles (SUVs) registered for road use. For the avoidance of doubt, this excludes diesel vehicles, electric vehicles, hybrid vehicles, and any other non-petrol-powered four-wheelers.

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

**Secondary Mechanic: Fuel with PETRONAS using VISA cards and/or VISA co-brand credit cards for a chance to win an exciting travel voucher**

**VISA cards and/or VISA co-brand credit cards holder**

- 1) Subject to the Campaign eligibility criteria set forth in Clause 2 of these Terms and Conditions, Participants will also qualify to win an exciting travel voucher (hereinafter referred to as “**VISA Prize**”), provided they have fully registered and activated their PETRONAS Mesra Rewards Membership and meet the following requirements:
  - i. A minimum cumulative spend of RM250 per month for three (3) consecutive months throughout the Campaign Period at any PETRONAS stations on the following products using a VISA cards will qualify for one (1) entry per month:
    - PETRONAS Primax 97 with Pro-Race; or
    - PETRONAS Primax 95 with Pro-Drive.

**AND/OR**

- i. A minimum cumulative spend of RM250 per month for three (3) consecutive months throughout the Campaign Period at any PETRONAS stations on the following products using VISA PETRONAS co-brand credit cards will qualify for three (3) entries per month:
- PETRONAS Primax 97 with Pro-Race; or
  - PETRONAS Primax 95 with Pro-Drive.
- 2) List of PETRONAS co-brand credit cards accepted for the purpose of the Campaign are as per below table:

<b>CIMB Bank</b>	i. CIMB PETRONAS Visa Infinite-i
	ii. CIMB PETRONAS Visa Platinum-i
<b>Maybank Bank</b>	i. PETRONAS Maybank Visa Gold Card
	ii. PETRONAS Maybank Visa Platinum Card
	iii. Maybank Islamic PETRONAS Ikhwan Visa Gold Card-i
	iv. Maybank Islamic PETRONAS Ikhwan Visa Platinum Card-i

- 3) To qualify for the Campaign entries, fuel transactions must be completed as a PETRONAS Mesra Rewards Members via the **Setel App** or **Cardless method** and the fuel must be pumped directly into the Participants' vehicle at the time of the transaction. Transactions made using physical PETRONAS Mesra Cards are **not eligible** for the Campaign.
- 4) Example scenarios of the transactions:

- i. By payment mode & Mesra Rewards points earning method:

Total Spend per Month	Spending on	Payment mode	Mesra Rewards points earning method	Total entry(s) per month
RM 250	Primax 95 with Pro-Drive <b>AND/OR</b> Primax 97 with Pro-Race	PETRONAS VISA co-brand credit cards	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	3
			Payment via Setel CardTerus	3
		Others Visa credit/ debit/ prepaid cards	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	1
			Payment via Setel CardTerus	1
		Cash / Gift card / e-voucher or non-Visa cards	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	0
			Payment via Setel CardTerus	0
RM 200	Primax 95 with Pro-Drive <b>AND/OR</b> Primax 97 with Pro-Race	PETRONAS VISA co-brand credit cards	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	0
			Payment via Setel CardTerus	0
		Others Visa credit/ debit/ prepaid cards	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	0
			Payment via Setel CardTerus	0

		Cash / Gift card/ e-voucher or non-Visa cards	Swipe Mesra physical card	0
			Keyed in registered Mesra mobile number	0
			Payment via Setel CardTerus	0

- ii. By spending frequency (PETRONAS Mesra Rewards member with minimum cumulative monthly spend of RM 250):

Customer	Min RM 250 in June 2025	Min RM 250 in July 2025	Min RM 250 in August 2025	Total entry(s) per month	Eligible for VISA Prize
A	PETRONAS co- brand credit cards	PETRONAS co- brand credit cards	PETRONAS co- brand credit cards	9	YES
B	Others Visa credit/ debit/ prepaid cards	Others Visa credit/ debit/ prepaid cards	Others Visa credit/ debit/ prepaid cards	3	YES
C	PETRONAS co- brand credit cards	Others Visa credit/ debit/ prepaid cards	Others Visa credit/ debit/ prepaid cards	5	YES
D			PETRONAS co- brand credit cards	-	NO*
E	Any Visa credit/ debit/ prepaid cards		PETRONAS co- brand credit cards	-	NO*

*\*Customer D & E are not eligible because they did not spend a minimum cumulative of RM 250 per month across all three (3) campaign months i.e. June, July, and August 2025*

## 5. Uncaptured Submissions or Transactions:

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

## 6. Campaign Prizes:

- (a) The Campaign offers four (4) types of prizes depending on the Campaign mechanics:

i. **Prizes for Primary Mechanic:**

- **Instant Rewards:** Vouchers and/or Mesra Rewards points
- **First Prize:** Mesra Rewards points
- **Grand Prize:** Two (2) years free fuel

ii. **Prize for Secondary Mechanic:**

- **VISA Prize:** Travel voucher

- (b) The terms and conditions for Primary Mechanic Prizes are as follows:

**Primary Mechanic: Fuel with PETRONAS using Setel App and/or Cardless method for a chance to redeem the Instant Rewards and/or win the First Prize of Mesra Rewards points or Grand Prize of two (2) years free fuel**

- 1) A minimum of sixteen thousand (16,000) Participants shall be eligible to win Instant Rewards each month during Campaign Period with different tiers of value based on the vehicle type and/or spend category requirements:
  - i. Each month, a total of ten thousand (10,000) eligible Participants from the 2-Wheelers Category will receive RM3 (300 points) worth of Mesra Rewards points.
  - ii. Each month, a total of one thousand (1,000) eligible Participants from the 4-Wheelers RM45 Category will receive RM10 (1,000 points) worth of Mesra Rewards points.
  - iii. Each month, a minimum total of five thousand (5,000) successful Participants combined from the 4-Wheelers RM45 and RM80 Category will receive up to RM20 worth of vouchers.
- 2) Successful Instant Rewards Participants (hereinafter referred to as “**Instant Rewards Winners**”) will receive their Instant Rewards based on their mode of transactions.
  - i. Instant Rewards Winners who made their transactions via the Setel App will receive a push notification and an in-app message confirming their Instant Reward. By enabling notifications in the Setel App and clicking on the in-app message, Instant Reward Winners will be directed to the “My Vouchers” page, where they can swipe to redeem their Instant Reward.

**OR**

  - ii. Instant Rewards Winners who made their transactions via the Cardless method will receive a WhatsApp message from Mesra Rewards (+603-4264 5939) with the Instant Rewards detail.
- 3) Daily Instant Rewards follow a one (1) hour cycle, running from 7:00 am to 9.00 pm daily, starting 1<sup>st</sup> June 2025 until 31<sup>st</sup> August 2025.
- 4) Instant Rewards Participants shall be eligible to win only **one (1) Instant Reward per month from each mode of transaction** during the Campaign Period.
- 5) Instant Rewards are subject to availability and will be distributed on a first-come, first-served basis, while stocks last.
- 6) Instant Rewards may be subject to modification, substitution, or additional inclusion at the discretion of the Organizer during the Campaign Period.
- 7) At the end of each month, the Organiser will select twenty (20) Grand Prize winners (hereinafter referred to as the “Grand Prize Winners”) and twenty-eight (28) First Prize winners (hereinafter referred to as the “First Prize Winners”) via a computerized selection system, witnessed by an appointed authorized internal auditor. Over the course of the Campaign Period, a total of sixty (60) Grand Prize Winners and eighty-four (84) First Prize Winners will be selected in this manner. The higher the number of transactions, the higher the chances of winning.
- 8) A total of twenty (20) Grand Prize Winners will win the Grand Prize each month during the Campaign Period with different tiers of value based on the vehicle type and/or spend categories.

- i. A total of ten (10) Grand Prize Winners from the 2-Wheelers Category will be selected each month for the Grand Prize of two (2) years free fuel valued at Ringgit Malaysia One Thousand Two Hundred (RM1,200) each with a cap of Ringgit Malaysia Six Hundred (RM600) per year.
  - ii. A total of ten (10) Grand Prize Winners combined from the 4-Wheelers RM45 and RM80 Category will be selected each month for the Grand Prize of two (2) years free fuel valued at Ringgit Malaysia Six Thousand (RM6,000) each with a cap of Ringgit Malaysia Three Thousand (RM3,000) per year.
- 9) A total of twenty-eight (28) First Prize Winners will be selected for the First Prize each month during the Campaign Period with different tiers of value based on the vehicle type and/or spend categories.
  - i. A total of fourteen (14) First Prize Winners from the 2-Wheelers Category will be selected each month for the First Prize of 100,000 Mesra Rewards points valued at Ringgit Malaysia One Thousand (RM1,000) each.
  - ii. A total of fourteen (14) First Prize Winners combined from the 4-Wheelers RM45 and RM80 Category will be selected each month for the First Prize of 300,000 Mesra Rewards points valued at Ringgit Malaysia Three Thousand (RM3,000) each.
- 10) For the complete Terms and Conditions relating to the Primary Mechanic Prizes, please visit: [www.mymesra.com.my](http://www.mymesra.com.my)

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

**Secondary Mechanic: Fuel with PETRONAS using VISA cards and/or VISA co-brand credit cards to stand a chance to win an exciting travel voucher.**

- 1) At the end of Campaign Period, the Organiser will select fifteen (15) VISA Prize Winners (hereinafter referred to as the "**VISA Prize Winners**") via a computerized selection system, witnessed by an appointed authorized internal auditor.
- 2) A total of fifteen (15) VISA Prize Winners shall be eligible to receive one (1) travel voucher, with an estimated value of RM20,000 per prize which may include of:
  - i. Air ticket booking
  - ii. Accommodation booking
  - iii. Travel insurance
  - iv. Logistic arrangement: Transportation, Meals & Tour
- 3) The prize fulfilment for VISA Prize shall be the responsibility of VISA's appointed partner (hereinafter referred to as "**MITRA**"). All travel arrangements, accommodations, and other logistics related to the VISA Prize shall be coordinated by VISA and/or its appointed agencies. These arrangements are subject to change based on availability, travel restrictions, or other circumstances beyond the control of the Organiser and VISA. The Organiser shall not be responsible for any issues relating to the VISA Prize fulfilment.

- 4) For the complete Terms and Conditions relating to the Secondary Mechanic Prize, please visit: [www.mymesra.com.my](http://www.mymesra.com.my)

For the avoidance of doubt, the Grand Prize Winners, the First Prize Winners, the Instant Rewards Winners and the VISA Prize Winners shall hereinafter be collectively referred to as the “Winners”.

## **7. Prize Fulfilment:**

### **(a) Instant Rewards: Vouchers**

- (i) For transaction made via the Setel App: Instant Rewards will be delivered directly into the Instant Rewards Winners’ registered Setel App account under “My Voucher” page within forty eight (48) hours after the announcement of the Instant Reward Winners on the Setel App or the Organiser’s website at [www.mymesra.com.my](http://www.mymesra.com.my) or through other means as notified by the Organiser. In the event of any delay in the delivery of the Instant Rewards, the Organiser will communicate with the Instant Reward Winners via their registered email address and/or mobile number.
- (ii) For transaction made via Cardless: Instant Rewards will be delivered directly via WhatsApp message to the Instant Rewards Winner’s registered phone number within forty-eight (48) hours after the fuelling transactions. In the event of any delay in the delivery of the Instant Rewards, the Organiser will communicate with the Instant Reward Winners via their registered email address and/or mobile number.

### **(b) Instant Rewards: Mesra Rewards points**

- (i) For transaction made via the Setel App: Mesra Rewards points will be directly credited into the Instant Rewards Winners’ registered Setel App account within forty eight (48) hours after the announcement of the Instant Reward Winners on Setel App or the Organiser’s website at [www.mymesra.com.my](http://www.mymesra.com.my) or through other means as may be determined by the Organiser. In the event of any delay in the delivery of the Instant Rewards, the Organiser will communicate with the Instant Reward Winners via their registered email address and/or mobile number.
- (ii) For transaction made via the Cardless method: Mesra Rewards points will be directly credited into the Instant Rewards Winner’s registered Mesra Rewards account within fourteen (14) working days after the announcement of the Instant Reward Winners via WhatsApp message or the Organiser’s website at [www.mymesra.com.my](http://www.mymesra.com.my) or through other means as may be determined by the Organiser. In the event of any delay in the delivery of the Instant Rewards, the Organiser will communicate with the Instant Reward Winners via their registered email address and/or mobile number.

### **(c) Monthly Grand Prize of 2-years Free Fuel**

- (i) Fulfilment of the Grand Prize shall be completed within sixty (60) working days from the date of announcement of the Grand Prize Winners.
- (ii) The Grand Prize of two 2-years of free fuel will be disbursed via a PETRONAS virtual gift card, which will be emailed to the respective Grand Prize Winners’ registered email address (as per their PETRONAS Mesra Rewards membership) within sixty (60) working days from the date of the winners’ announcement on the Organiser’s website at [www.mymesra.com.my](http://www.mymesra.com.my) or through other channels as may be determined by the Organiser.
- (iii) The Grand Prize Winners shall be contacted via telephone by the Organiser for verification purposes. The contact number utilized will be the one registered under the Participant’s PETRONAS Mesra Rewards membership. If a shortlisted Participant cannot be reached,



the Organiser shall make up to three (3) additional attempts to contact the Participant within a four (4) hour period. Should all attempts fail, the Organiser 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 to complete a declaration form via Microsoft Form within seven (7) working days to redeem their Grand Prize. Failure by the Grand Prize Winners to complete the declaration form within the specified timeline will result in disqualification and forfeiture of the Grand Prize. The Organiser reserves the right to select an alternate winner.
- (v) Following the completed declaration form, the Grand Prize Winners will be notified via their registered email address and/or phone 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) and/or notify the Organiser. The prize-giving ceremony will be conducted within ninety (90) working days following the announcement of the Grand Prize Winners on the Organiser's website or through other means as notified by the Organiser.
- (vi) 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.
- (vii) All Winners shall be bound by any further terms and conditions as may be determined by the Organiser at its sole discretion.

**(d) Monthly First Prize of Mesra Rewards Points**

- (i) Fulfilment of the First Prize shall be completed within sixty (60) working days from the date of announcement of the First Prize Winners.
- (ii) The First Prize of Mesra Rewards points shall be disbursed via points transfer directly to the respective First Prize Winners' PETRONAS Mesra Rewards account within sixty (60) working days following the announcement of the First Prize Winners on the Organiser's website at [www.mymesra.com.my](http://www.mymesra.com.my) or through other means as notified by the Organiser.
- (iii) The First Prize Winners shall be contacted via telephone by the Organiser for verification purposes. The contact number utilized will be the one registered under the Participant's PETRONAS Mesra Rewards membership. If the potential winner cannot be reached, the Organiser shall make up to three (3) additional attempts to contact the potential winner within a four (4) hour period. Should all attempts fail, the Organiser reserves the right to select an alternate Participant for the First Prize.
- (iv) Following the telephone verification, the First Prize Winners will be notified via their registered email address to complete a declaration form via Microsoft Form within seven (7) working days to redeem their First Prize. Failure by the First Prize Winners to complete the declaration form within the specified timeline will result in disqualification and forfeiture of the First Prize. The Organiser reserves the right to select an alternate winner.
- (v) Following the completed declaration form, the First Prize Winners will be notified via their registered email address and/or phone number regarding any required attendance at a prize-giving ceremony. The First 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 First Prize on their behalf by providing an authorization letter or a photocopy of the First Prize Winner's identification card (IC) and/or notify the Organiser. The prize-giving ceremony will be conducted within ninety (90) working days

following the announcement of the First Prize Winners on the Organiser's website or through other means as notified by the Organiser.

(vi) In the event of any delay in the prize fulfilment, the Organiser will communicate with the First Prize Winners via their registered email address and/or mobile number.

(vii) All Winners shall be bound by further terms and conditions as determined by the Organiser at its sole discretion.

(e) **VISA Prize**

(i) Fulfilment of the VISA Prize shall be completed within sixty (60) working days from the date of announcement of the VISA Prize Winners.

(ii) The VISA Prize Winners shall be contacted via telephone by the Organiser for verification purposes. The contact number utilized will be the one registered under the Participant's PETRONAS Mesra Rewards membership. If the potential winner cannot be reached, the Organiser shall make up to three (3) additional attempts to contact the potential winner within a four (4) hour period. Should all attempts fail, the Organiser reserves the right to select an alternate Participant for the VISA Prize.

(iii) Following the telephone verification, the VISA Prize Winners will be notified via their registered email address to complete a declaration form via Microsoft Form within seven (7) working days to redeem their VISA Prize. Failure by the VISA Prize Winners to complete the declaration form within the specified timeline will result in disqualification and forfeiture of the VISA Prize. The Organiser reserves the right to select an alternate winner.

(iv) Following the completed declaration form, the VISA Prize Winners will be notified by the Organiser and/or MITRA via their registered email address and/or phone number regarding the prize fulfilment process and any required attendance at a prize-giving ceremony. The VISA 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 VISA Prize on their behalf by providing an authorization letter or a photocopy of the VISA Prize Winner's identification card (IC) and/or notify the Organiser. The prize-giving ceremony will be conducted within ninety (90) working days following the announcement of the VISA Prize Winners on the Organiser's website or through other means as notified by the Organiser.

(v) In the event of any delay in prize fulfilment, the Organiser and/or MITRA will communicate with the VISA Prize Winners via their registered email address and/or mobile number.

(vi) All Winners shall be bound by further terms and conditions as determined by the Organiser and MITRA at its sole discretion.

(vii) The Organiser shall not be held liable for any issues arising from, including but not limited to, MITRA's failure to fulfil the prize or any changes related to the arrangement or fulfilment of the VISA Prize.

**8. 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 the Campaign.

(c) Participants may use the Cardless method to earn and redeem Mesra Rewards points without using a physical PETRONAS Mesra Card. Transactions will be captured when the PETRONAS Mesra

Rewards Member's registered mobile number is keyed in at the fuel dispenser's OPT screen or cashier's CDS screen.

- (d) The Organiser's record shall serve as the official record for awarding the Campaign entries. No manual receipt submissions will be entertained.
- (e) Participants must ensure that the PETRONAS Mesra Rewards membership is registered in their own name with a valid National Registration Identity Card number to qualify for the Grand Prize, First Prize and VISA Prize. Failure to meet this requirement will result in disqualification and forfeiture of the prizes.
- (f) Each Participant participating in the Primary Mechanic shall be eligible to win Instant Rewards and either a First Prize or a Grand Prize during the Campaign Period. However, a Participant who has won a Grand Prize shall no longer be eligible to win a First Prize and vice versa. A Participant who has won an Instant Rewards shall remain eligible to win either a Grand Prize or a First Prize, subject always to the terms and conditions of the Campaign.
- (g) Any Participant who has won a Grand Prize or a First Prize under the Primary Mechanic shall not be eligible to win the VISA Grand Prize, and vice versa.
- (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 (including the selection of Winners) shall be final and binding. No queries, appeals or correspondences on Winners' selection 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 all losses or damages suffered or incurred by the Participants because 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.

## **9. 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) “PETRONAS Mesra Rewards Membership” shall mean those arrangements under the PETRONAS Mesra Rewards membership specified by PDB by which a PETRONAS Mesra Member agrees to participate in the Loyalty Programme.
- c) “PETRONAS 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 from time to time.