



PARK & FUEL COMBO CAMPAIGN TERMS AND CONDITIONS

1.0 Organiser:

The 'Park & Fuel Combo' ("Campaign") is organised by Setel Ventures Sdn Bhd ("Organizer or Setel").

2.0 Campaign Period:

Unless otherwise notified by the Organiser, the Campaign will be conducted from 1 November 2025, 12:00 am (GMT+8) to 30 November 2025, 11:59 pm (GMT+8) ("Campaign Period"), both dates inclusive.

3.0 Eligibility:

3.1 This Campaign is only open to selected Setel users in Malaysia only ("Participant(s)").

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

3.3 Throughout the Campaign Period, each Participant (1 user ID) is eligible for the Campaign for transactions/payments made for the following parking services:

- a. Street Parking
- b. Automated Parking
- c. QR Parking
- d. Season Parking

3.4 1x Mesra Rewards points with every RM5 spent are only applicable for transactions/payments made for the following parking services:

- a. Street Parking
- b. Automated Parking
- c. QR Parking
- e. Season Parking

3.5 To be eligible for the Campaign, the Participant(s) must not have performed any transactions on the parking services provided in clause 3.3 before the Campaign Period.

3.6 Participant(s) who have previously performed any street parking, automated parking, QR parking or season parking transactions before the Campaign Period will only qualify to receive 1x Mesra Rewards points with every RM5 spent reward.

4.0 Campaign Mechanic:

4.1 To participate in this Campaign, Participant(s) are required to sign up for a Setel account and complete the registration process.

4.2 Participant(s) must perform ONE (1) parking transactions/payments via Setel app during the Campaign Period to receive 50% cashback, capped at RM2 per transaction. There is no minimum spend required for street parking, automated parking, QR parking and season parking payments to be eligible for the cashback. Cashback is available while stocks last.

4.3 Participants who subsequently perform a minimum fuel spend of RM20 in a single transaction (only applicable to PETRONAS Primax 95 and PETRONAS Primax 97) via the Setel App will be entitled to receive an additional 50% cashback, capped at RM3 per transaction. Cashback is available on a first-come, first-served basis and while stocks last.

- **Scenario:** Ahmad is a Setel user and made a parking payment of RM6 at Suria KLCC via the Setel app. He is eligible for the Campaign and qualifies to receive 1x Mesra Rewards point for every RM5 spent. In November 2025, Ahmad receives:
 - i. **RM2** cashback after performing one parking transaction/payment at Suria KLCC under the Campaign.
 - ii. **Additional RM3** cashback after performing a minimum of RM20 spend on fuel (in a single transaction) after completing an eligible parking transaction under the Campaign.
 - iii. **1x Mesra Rewards point** from his automated parking payments at Suria KLCC based on the above parking transactions and other participating non-fuel use cases.
- In conclusion, Ahmad will receive a total of RM5 cashback along with 1x Mesra Rewards point for his parking and fueling payment made with Setel in **November 2025**.
- Therefore, Ahmad will no longer qualify to receive the cashback in **December 2025** as he has completed his ONE (1) time parking and fuel payment and fulfilled the requirements of the Campaign before.
- Ahmad will only then receive 1x Mesra Rewards points with every RM5 spent on purchases made with Setel at physical stores or online stores, parking, road tax, auto assistance, motor insurance, EV charging, and Deliver2Me (except Kedai Mesra) in **December 2025**.

4.4 The cashback will be credited automatically into the respective Participant(s) Setel Wallet within FOURTEEN (14) working days of an eligible transaction. Cashback received by the Participant(s) will be valid for usage and not expire, so long as the Setel account is still active.



4.5 Setel cashback can be used to purchase fuel, Setel Pay online and offline merchants, purchase items in Kedai Mesra, pay parking fees, EV charging, and/or on the Deliver2Me (except Kedai Mesra) feature.

4.6 Mesra Rewards points collected will expire after three (3) years. Participants can redeem their Mesra Rewards points in Setel Wallet within its validity period as long as the Setel account is still active. Rewards cannot be bundled with other ongoing promotions, offers, loyalty programs, e-Vouchers, and/or discounts otherwise organised by participating merchants.

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

5.0 Miscellaneous:

5.1 The Organiser reserves the right to make further verifications and requests for additional personal identification details and documents from the Participant(s), as well as the right to disqualify or withdraw the Participant's eligibility for the reward at any time, should there be any non-compliance to these Terms and Conditions.

5.2 By entering or participating in the Campaign, Participant(s) 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.

5.3 In the event a Participant(s) is found to be ineligible, and/or discovered to have performed fraudulent transactions or violates this Campaign's Terms and Conditions at any point of time during or after the Campaign Period, Setel reserves the right to:

5.3.1 disqualify the said Participant;

5.3.2 withhold/cancel/withdraw/recall any reward granted to the said Participant;
and

5.3.3 initiate any action the Organiser deems necessary against the said Participant.

If a Participant has already used a granted reward and is later found to be ineligible due to clause 5.3 above, the said Participant agrees to indemnify the Organiser for the full amount of the reward.

5.4 The Organiser reserves the right to cancel, shorten, extend, suspend, or terminate the Campaign at any time before the expiry of the Campaign Period with prior notice to the



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

5.5 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 acknowledgment, understanding, agreement, and acceptance of such changes in respect of the Terms and Conditions.

5.6 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 Participant(s), and/or any party resulting from or arising out of or in connection with this Campaign or the reward given under this Campaign.

5.7 Participants shall not register for multiple Setel accounts for any dishonest purposes such as to gain excessive benefits or to abuse the Campaign rewards from the Setel app and/or services offered on the Setel app.

5.8 Any Participant found to be engaging in fraudulent activity will be immediately disqualified from the Campaign. Fraudulent activity includes, but is not limited to, creating fake accounts and providing false information. The Organizer reserves the right to take further legal action against individuals involved in fraudulent behavior.

5.9 In the event that, 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.

5.10 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.

5.11 For any complaints or enquiries in relation to the Campaign, email us at hello@setel.com or chat with our Customer Service team on the Setel app.

6.0 Personal Data:

By entering the Campaign, Participant(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 according to Section 7 of the Personal Data Protection Act 2010, which can be viewed at [Setel Group Privacy Statement](#).