



Setel Savers (Subscription Program)

From 3 June 2026, (12:00PM)

Terms & Conditions

TERMS AND CONDITIONS

Effective date: 3 June 2026 (12:00 PM)

1.0 Subscription Organiser

- 1.1 The "Setel Savers" subscription program is organised by Setel Ventures Sdn. Bhd. ("Setel" or "Organiser").

2.0 Subscription Period & Renewal

- 2.1. The Subscription program shall commence on 3 June 2026 at 12:00 PM (GMT+8) and shall run on a recurring basis **defined as a strict cycle of thirty (30) consecutive calendar days per billing period** ("Subscription Period"), unless otherwise terminated or amended by the Organiser.
- 2.2. The fee for the Subscription is **RM 4.90 per billing period** (inclusive of any applicable taxes). By subscribing, the user authorises the Organiser to automatically deduct this amount from their selected payment method (**Setel Wallet or CardTerus**) at the end of each Subscription Period to keep the subscription active.
- 2.3. The Subscription will automatically renew at the end of each Subscription Period for a subsequent 30-day term based on the user's initial enrollment date. To avoid automatic renewal and subsequent billing, users must cancel their subscription at least twenty-four (24) hours before the renewal date.
- 2.4. If the renewal fee cannot be successfully charged due to insufficient Setel Wallet balance, expired payment methods, CardTerus failures, bank declines, or any other payment failure, the Organiser reserves the right to suspend or terminate the Subscription and its associated benefits immediately upon the expiry of the current Subscription Period.
- 2.5. Users may cancel their subscription at any time via the "Manage Subscription" button on the Setel Savers page. To prevent the automatic deduction of the next cycle's fee, the cancellation must be submitted at least **twenty-four (24)**

hours prior to the next renewal date. The Organiser may, at its sole discretion, issue courtesy reminder notifications prior to any trial expiry or subscription renewal; however, the Organiser shall not be obligated to do so, and it remains the sole responsibility of the user to track their renewal dates and manage their subscription.

- 2.6. Upon successful cancellation, the user will retain full access to all subscription perks and benefits until the expiry of their current paid Subscription Period. No pro-rata refunds will be provided for the remaining days of a cancelled cycle.
- 2.7. New subscribers are entitled to a one (1) month free trial applicable only to their first-time subscription.
 - Special Trial: Users who initiate their first-time subscription within the calendar months of June 2026 and July 2026 will be eligible for an additional one (1) month free trial (totaling a two-month promotional trial period) ("Trial Period").
 - Trial Conversion: The paid Subscription Period shall only commence immediately upon the expiration of the Trial Period. Upon such expiration, the user will automatically convert to the paid subscription and be billed the standard monthly fee, unless cancelled prior to the end of the Trial Period.
- 2.8. For the avoidance of doubt, the two (2) month promotional free trial period is restricted exclusively to first-time subscribers who initiate their enrollment within the calendar month of **June 2026 and July 2026**.
- 2.9. The Organiser reserves the right to modify, suspend or discontinue Setel Savers at any time upon reasonable notice. Any prepaid subscription fees relating to an unutilised period may be refunded, credited or otherwise treated at the Organiser's discretion.

3.0 Subscription Eligibility Criteria

- 3.1. This Subscription feature is only open to Setel users in Malaysia aged sixteen (16) and above, subject to these Terms and Conditions (hereinafter referred to as "Setel App User(s)").
- 3.2. Non-Setel users are able to download the Setel App through Google Play Store/ Huawei Store/ Apple App Store and must have a registered Setel account.
- 3.3. To be eligible to subscribe and utilize Setel Savers, the Setel App User must ensure their Setel mobile application is updated to at least version v1.202 or higher. The Organiser shall not be responsible for any missing benefits due to the use of outdated app versions.

- 3.4. The benefits, additional points, and cashback under this Subscription are strictly non-shareable and non-transferable.
- A member of a Family Wallet shall not enjoy Setel Savers benefits simply because the Family Wallet owner is a subscriber.
 - A Family Wallet owner shall not earn any subscription-tier points or cashback from transactions made by their family members, even if the member is a subscriber.
 - Only the individual account holder who has actively paid for the Setel Savers subscription using their own personal Setel Wallet or CardTerus is eligible to receive the associated rewards and cashback.

4.0 Core Financial and Fulfillment Definitions

- 4.1. **"Net Spend"** or **"Net Paid Amount"** means the actual, final out-of-pocket amount successfully paid by the Setel App User for a qualifying transaction after the deduction of all applicable discounts, promo codes, e-vouchers, rebates, or promotional credits.
- 4.2. **"Fulfillment Period"** means a standard window of up to thirty (30) consecutive calendar days from the date of a successful transaction completion, within which eligible cashback or rewards will be credited to the user's Setel Wallet.

5.0 Subscription Benefits

- 5.1. **Non-fuel:** Throughout the Subscription Period, each Setel App User (1 user ID) is eligible to receive additional **2x Mesra Rewards points with every RM5** spent on purchases/payment made with/through Setel App at physical stores or online stores, parking, road tax, auto assistance, motor insurance, EV charging, Café Mesra Pick-up, bill payment and car service ("Selected Features"). The 2x Mesra Rewards points multiplier (earned for every RM5 spent) excludes purchases made on or at the following
- Fuel
 - DuitNow
 - Kedai Mesra
 - Deliver2Me
 - Debonairs Pizza & Steers Pick-up

For the avoidance of doubt, the additional 2x Mesra Rewards points earned under Clause 5.1 can be stacked with the ongoing "[3x Mesra Rewards points campaign](#)" This allows eligible subscribers to accumulate a total of 5x Mesra Rewards points for every RM5 spent, calculated as follows:

- 2x Mesra Rewards points contributed from the Setel Savers subscription program; and
- 3x Mesra Rewards points contributed from the [3x Mesra Rewards points campaign](#).

- 5.2. **Kedai Mesra:** Throughout the Subscription Period, each Setel App User (1 user ID) is also eligible to receive **100 Mesra Rewards points with minimum spend of RM10** on purchases made with the Setel App at **Kedai Mesra, nationwide**, excluding Kedai Mesra stores that only accept DuitNow QR. Setel App User(s) may earn rewards **up to 4 times** throughout the Subscription Period. Purchases of cigarettes, prepaid top-ups, and transactions via Touch N' Go, DuitNow and ePay at Kedai Mesra are excluded and not eligible for the above points entitlement.
- 5.3. **EV Charging:** Throughout the Subscription Period, each Setel App User (1 user ID) is eligible to earn up to a maximum of **300 additional Mesra Rewards points** upon reaching a **cumulative spend of RM300** on EV charging transactions made via the Setel App. This cumulative spend tracking resets at the end of each Subscription Period. User would need to spend according to the following:
- Spend a cumulative RM50 to get 50 Mesra Rewards points
 - Spend a cumulative RM150 to get 100 Mesra Rewards points
 - Spend a cumulative RM300 to get 150 Mesra Rewards points
- 5.4. **Battery Replacement:** Each Setel App User (1 user ID) is entitled to receive a RM10 cashback upon purchasing a battery replacement through the Setel App. This cashback benefit is limited to one (1) claim per Subscription Period and will be credited to the user's Setel Wallet within thirty (30) calendar days upon successful purchase.
- 5.5. **Car Service:** Each Setel App User (1 user ID) is eligible to receive a RM25 cashback with a minimum spend of RM250 on car servicing transactions booked and paid through the Setel App. This benefit is capped at one (1) transaction per user per Subscription Period and cannot be combined with any other ongoing service vouchers or promotions. This cashback benefit is limited to one (1) claim per Subscription Period and will be credited to the user's Setel Wallet within thirty (30) calendar days from the date of transaction completion.
- 5.6. **Motor Insurance:** Each Setel App User (1 user ID) is entitled to a RM25 cashback upon successfully purchasing or renewing a motor insurance policy via the Setel App. This cashback is applicable only to successful, completed policies and will be forfeited if the policy is cancelled or refunded within the cool-off period. This cashback benefit is limited to one (1) claim per Subscription Period and will be credited to the user's Setel Wallet **within thirty (30) calendar days from the date of transaction completion.**

6.0 Subscription Rewards Value

- 6.1. Setel App User(s) who meet the eligibility criteria under Clause 3.0 are entitled to receive Rewards in accordance with the subscription benefits set out in

Clause 4.0. The following scenarios illustrate how the subscription applies:

6.2. Non-Fuel Transactions

- **Scenario 1:** Muhamad, a Setel user, spends RM50 using Setel QR at a physical store. He receives a total of 30 Mesra Rewards points, as his active subscription entitles him to an additional 2x Mesra Rewards points for every RM5 spent.
- **Scenario 2:** Ahmad uses Setel to pay for automated parking, amounting to RM15. Ahmad receives a total of 9 Mesra Rewards points from this transaction, as parking payments are included under the eligible transactions for Selected Features.
- **Scenario 3:** Nisha spends RM150 at a grocery store and pays via DuitNow QR through the Setel app. Nisha does not receive any Mesra Rewards points, as DuitNow QR transactions are strictly excluded from the campaign and are not eligible for the additional 2x Mesra Rewards points entitlement.

6.3. Kedai Mesra purchases

- **Scenario 1:** Amira spends RM12 on snacks at Kedai Mesra and pays using their Setel Wallet via the Setel App. Because the purchase meets the RM10 minimum spend requirement and contains eligible items, Amira receives a flat 100 Mesra Rewards points. This counts as their first (1st) utilization out of the 4-time limit.
- **Scenario 2:** Ayumi spends RM50 at Kedai Mesra to purchase a mobile prepaid top-up and a pack of cigarettes, paying via the Setel App. Ayumi does not receive the 100 Mesra Rewards points, as prepaid top-ups and tobacco products are strictly excluded from the qualifying spend.

6.4. EV Charging Transactions

- **Scenario 1:** Ammar charges his electric vehicle three times during his subscription month:
 - 1st session: He spends RM60. This crosses the first threshold (RM50), unlocking 50 Mesra Rewards points.
 - 2nd session: He spends another RM100, bringing his cumulative spend to RM160. This crosses the second threshold, unlocking an additional 100 Mesra Rewards points.
 - 3rd session: He spends another RM250, bringing his cumulative spend to RM400. This crosses the final threshold, unlocking the last 150 Mesra Rewards points.
 - Total earned: Ammar receives a cumulative total of 300 Mesra Rewards points for the month.
- **Scenario 2:** Sakinah spends a cumulative total of RM80 on EV charging during his current Subscription Period, successfully unlocking the Tier 1 reward (50 points). On the 1st day of his next

Subscription Period, his cumulative spending tracker resets to RM0. The remaining RM30 from the previous month will not carry forward toward the RM100 Tier 2 milestone.

6.5. Battery Replacement Cashback

- **Scenario 1:** Adlina's car breaks down, and she purchases a battery replacement for RM350 entirely through the Setel app. Since this is her first claim of the subscription period, RM10 cashback will be credited to her Setel Wallet within thirty (30) calendar days upon successful purchase.
- **Scenario 2:** Two weeks later, within the same subscription period, Adlina purchases another battery replacement via the Setel App for her family car. Adlina will not receive a second RM10 cashback, as the benefit is strictly limited to one (1) claim per user per subscription period.

6.6. Car Service Cashback

- **Scenario 1:** Hidayat books and pays for a major car service package totalling RM280 through the Setel App. Because his transaction meets the RM250 minimum threshold and he did not use any other promotional vouchers, Hidayat is entitled to receive a RM25 cashback in his Setel Wallet.
- **Scenario 2:** Diana books a basic oil change service through the Setel App costing RM180. Diana is not eligible for the RM25 cashback because her transaction amount fell short of the RM250 minimum spend requirement.
- **Scenario 3:** Kevin books a car service totalling RM300 through the Setel App but applies an ongoing RM60 promotional service voucher at checkout, reducing his final payment (Net Spend) to RM240. Kevin will not receive the RM25 cashback, as his final Net Spend falls short of the RM250 minimum spend requirement.

6.7. Motor Insurance Cashback

- **Scenario 1:** Thivea successfully renews her comprehensive motor insurance policy via the Setel App and completes the payment. As long as her policy remains active and is not cancelled, Thivea is entitled to receive a RM25 cashback credited to her Setel Wallet.
- **Scenario 2:** Aaron purchases a motor insurance policy via the Setel App and initially triggers eligibility for the reward. However, within the statutory cooling-off period, Aaron decides to cancel the policy and receives a refund from the insurer. Consequently, the RM25 cashback is forfeited (and will be clawed back from his Setel Wallet if already credited).

- 6.8. The points & cashback will be credited to the Setel App User's account automatically following the successful qualifying transactions as per Clause 4.0 above.
- 6.9. All credited points & cashback shall have no expiry date and remain valid as long as the Setel App User's account is active.
- 6.10. All credited points & cashback may be utilised on Setel App's supported products and services subsequent to the conclusion of the subscription period.
- 6.11. All Mesra Rewards Points credited under this Subscription plan shall not be counted as membership tiering points under Setel's existing membership programme. Points awarded pursuant to this subscription are granted solely as additional rewards based on the eligible spending amount and payment method, in accordance with the Subscription Benefits set out in Clause 4.0.
- 6.12. In the event of any payment or transaction made utilizing the Family Wallet feature, any applicable Mesra Reward Points or cashback will be awarded strictly to the respective user executing the transaction. Base Mesra Reward Points, however, will remain non-transferable and shall be credited solely to the Family Wallet account owner.

7.0 General Terms

- 7.1. By subscribing to the Subscription Plan, the Setel App User(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 Subscription plan and all matters relating to or in connection thereto are final and binding.
- 7.2. The Organiser reserves the right to amend, suspend, extend, or cancel the Subscription at any time with prior written notice to the Setel App User(s). For the avoidance of doubt, any cancellation, extension, suspension or termination of the Subscription Period at any time prior to the expiry of the Subscription Period shall not entitle the Setel App User(s) to claim any compensation from the Organiser for any and all losses or damages suffered or incurred by the Setel App User(s) as a result of the said cancellation, extension, suspension or termination.
- 7.3. The Organiser 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 prior written notice. Continued subscription in the Subscription Plan 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.

- 7.4. The Organiser reserves the right, at its absolute discretion and with prior notice, to substitute any of the rewards with other items of similar or higher value. The Organiser reserves the right to determine the specifications of the rewards, and the Organiser's decision on this matter is final.
- 7.5. All costs, fees and/or expenses incurred or to be incurred by the winners in relation to the Subscription, prize giving ceremony (if any) and/ or claim of the rewards, including but not limited to transportation, accommodation, meals, personal costs and/or other costs, are the sole responsibility of the winners.
- 7.6. The Organiser reserves the right to make further verifications and requests for additional personal identification details and documents from the Setel App User(s), as well as the right to disqualify or withdraw the Setel App Users' eligibility for the reward at any time, should there be any non-compliance to these Terms and Conditions.
- 7.7. 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 Setel App User(s), and/or any party resulting from or arising out of or in connection with this Subscription or the rewards given under this Subscription Plan.
- 7.8. In the event a Setel App User(s) is found to be ineligible, **has performed an unqualified transaction**, and/or is discovered to have performed fraudulent transactions or violates this Subscription plan's Terms and Conditions, at any point of time, during or after the Subscription Period, the Organiser reserves the right to:
 - disqualify the said Setel App User(s);
 - withhold/cancel/withdraw/recall any reward granted to the said Setel App User; and
 - initiate any action the Organiser deems necessary against the said Setel App User.
- 7.9. The Organiser reserves the right to reverse, deduct, claw back, or cancel any rewards, points, cashback, or benefits wrongly credited to a Setel App User's account due to system errors, technical issues, duplicate rewards, incorrect cashback computations, processing errors, or any other technical reason determined by the Organiser.
- 7.10. If a Setel App User has already used a granted reward and is later found to be ineligible due to Clause 6.8 above, the said Setel App User agrees to indemnify the Organiser for the full amount of the reward.
- 7.11. Setel App User(s) shall not register for multiple Setel accounts for any dishonest purposes such as to gain excessive benefits or to abuse the Subscription rewards from the Setel app and/or services offered on the Setel app.

- 7.12. The Organiser reserves the right to investigate and disqualify users who are reasonably suspected of engaging in subscription abuse, gaming, artificial transaction generation, transaction splitting, self-dealing/self-transactions, circular transactions, repeated or fraudulent refunds, account farming, or any activity intended to obtain benefits contrary to the spirit and intended purpose of the Subscription Plan.
- 7.13. Any Setel App Users found to be engaging in fraudulent activity will be immediately disqualified from the Subscription plan benefits. 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.
- 7.14. In the event that, during the Subscription Period, a Setel App User's transaction is not captured for any reason whatsoever, the Organiser reserves the right to exclude such transactions from the Subscription Plan benefits. Notwithstanding this, the Organiser shall make reasonable efforts to address any such issues to enable Setel App Users to continue utilising the Subscription Plan.
- 7.15. The Organiser does not guarantee uninterrupted availability of the Subscription Plan, Setel App, payment systems, Mesra rewards systems, or participating partner and merchant services. The Organiser shall not be liable for any interruption, delay, system outage, or technical failure beyond its reasonable control that prevents the user from earning or utilizing subscription benefits.
- 7.16. These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Subscription Plan. The Organiser is the final authority to decide on the interpretation of these terms and conditions and any other matters relating to this Subscription Plan.
- 7.17. The transaction records maintained by Setel and its decisions regarding the Subscription plan are final and binding. Setel is not obligated to provide reasons or engage in correspondence regarding any matters related to the Subscription plan.
- 7.18. These Terms and Conditions are governed by and construed in accordance with the laws of Malaysia, and you agree to submit to the exclusive jurisdiction of the Malaysian courts.
- 7.19. For inquiries or feedback regarding the Subscription plan, email us at hello@setel.com or chat with our Customer Service team on the Setel App.

8.0 Personal Data for Setel App User

By subscribing to the Setel Savers (Subscription), Setel App Users agree and consent to the collection, processing, use, disclosure, and retention of their personal data by the Organiser in accordance with the Setel Privacy Statement, which can be viewed at www.setel.my/privacy.