



## **PARK QUEST CAMPAIGN 2026**

### **TERMS AND CONDITIONS**

Effective date: 11 May 2026

#### **1.0 Organiser**

1.1 The “Park Quest Campaign” (“Campaign”) is organised by Setel Ventures Sdn. Bhd. (“Setel” or “Organiser”).

#### **2.0 Campaign Period**

2.1 The Campaign will run from **11 May 2026 (12.00 AM) to 11 July 2026 (11.59 PM)**, or any other period as the Organiser deems fit with prior notice (“Campaign Period”).

#### **3.0 Eligibility**

3.1 The Campaign is open to all individuals who meet the following criteria (“Qualifying Criteria”):

- (i) individuals who are eighteen (18) years and above;
- (ii) individuals must be Malaysian citizens;
- (iii) individuals who registered for the Setel App, and have successfully completed the eKYC verification process, either on or before 11 July 2026. Setel users with non-eKYC accounts do not meet the Qualifying Criteria and are therefore ineligible to participate in the Campaign.

(hereinafter referred to as “Participant”)

3.2 Eligible Participants who meet the Qualifying Criteria must:

- (i) use the Setel App to perform eligible Setel Automated Parking and/or EV charging transactions during the Campaign Period. Each Eligible Participant (identified by a unique Setel user ID) may earn entries into the Grand Prize Draw on eligible Automated Parking payments.

3.3 Unless otherwise decided by the Organisers, the following individuals are NOT ELIGIBLE to participate in the Campaign:

- (i) permanent or contract employees of Setel, PETRONAS Dagangan Berhad (PDB), campaign agencies, vendors, contractors involved in the Campaign and their immediate family members (including but not limited to parents, stepparents, siblings, spouses, children and stepchildren).

#### **4.0 Campaign Mechanics**

4.1 Eligible Participants who meet the Qualifying Criteria and satisfy the requirements set



out in clause 3.2, during the Campaign Period will be eligible for the Campaign Reward as per Clause 5.0.

4.2 During the Campaign Period, each Participant (identified by a unique user ID) may earn entries into the Grand Prize Draw through use and payment for Setel Automated Parking and EV charging services, subject to the following:

4.2.1 **Five (5) entries** upon enabling Setel Automated Parking (vehicle activation), provided that the Participant has also completed at least one (1) successful paid Setel Automated Parking session and the activated vehicle profile remains active at the point of the Grand Prize Draw;

4.2.2 **One (1) entries for every RM1 spent** on eligible Automated Parking payments; and

4.2.3 **Bonus: One (1) entries for every RM1 spent** on eligible EV charging transactions.

4.2.4 For the avoidance of doubt, any Automated Parking payment or EV charging transaction paid using cashback, rewards, vouchers, promotional credits or any other non-cash equivalent, whether in whole or in part, shall not be eligible to earn entries under this Campaign.

## 5.0 Campaign Rewards

5.1 The Campaign Reward are as follows:

5.1.1 **Three (3) Large Mesra PR Boxes** – awarded to three (3) selected winners (one (1) box each) via lucky draw; and

5.1.2 **Thirty (30) cashback rewards of Ringgit Malaysia Fifty (RM50) each** – awarded to thirty (30) selected winners via lucky draw.

5.2 All winners shall be selected at random through a computerized selection system, the process of which shall be witnessed by an appointed authorised internal auditor.

5.3 Each Large Mesra PR Box contains six (6) Mesra Box plushie designs and one (1) character ID card, including one (1) secret rare design. Plushie specifications are as follows:

- Vesta: 13 × 11 × 7 cm
- CiciCuci: 11.5 × 14 × 6 cm
- KopiKupi: 7.5 × 11 × 8 cm
- Setella: 9 × 11 × 6 cm
- PamPam: 10 × 13.5 × 3 cm
- NumNum: 11 × 13 × 8 cm

## 6.0 General Terms

- 6.1 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 are final and binding.
- 6.2 The Organiser reserves the right to amend, cancel, shorten, extend, suspend, or terminate the Campaign at any time before the expiry of the Campaign Period with prior notice to the Participant. 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 to claim any compensation from the Organiser for any losses or damages suffered or incurred by the Participant as a result of the said cancellation, extension, suspension or termination.
- 6.3 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 acknowledgment, understanding, agreement, and acceptance of such changes in respect of the Terms and Conditions.
- 6.4 The Organiser reserves the right, at its absolute discretion and without 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.
- 6.5 The Organiser reserves the right to make further verifications and requests for additional personal identification details and documents from the Participant, 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.
- 6.6 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, and/or any party resulting from or arising out of or in connection with this Campaign or the Reward given under this Campaign.
- 6.7 In the event Participant is found to be ineligible, and/or discovered to have performed fraudulent transactions or violate this Campaign's Terms and Conditions at any point of time during or after the Campaign Period, the Organiser reserves the right to:
- 6.7.1 disqualify the said Participant;
  - 6.7.2 withhold/cancel/withdraw/recall any reward granted to the said Participant;



and

- 6.7.3 initiate any action the Organiser deems necessary against the said Participant.
- 6.8 If the Participant has already used a granted reward and is later found to be ineligible due to clause 6.7 above, the said Participant agrees to indemnify the Organiser for the full amount of the reward.
- 6.9 The Participant 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.
- 6.10 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 Organiser reserves the right to take further legal action against individuals involved in fraudulent behaviour.
- 6.11 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 said Campaign.
- 6.12 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.
- 6.13 The transaction records maintained by the Organiser and its decisions regarding the Campaign are final and binding. The Organiser are not obligated to provide reasons or engage in correspondence regarding any matters related to the Campaign.
- 6.14 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.
- 6.15 For inquiries or feedback regarding the Campaign, please email us at [hello@setel.com](mailto:hello@setel.com) or chat with our Customer Service team on the Setel app.

## **7.0 Personal Data for Setel App User:**

- 7.1 By participating in the Campaign, Participants are deemed to have agreed to and consented to the collection, processing, use, disclosure and retention of their personal data by the Organiser in accordance with the Setel Privacy Statement, which is available at [www.setel.my/privacy](http://www.setel.my/privacy)