



PAY WITH SETEL AND GET COMPLIMENTARY MOVIE TICKETS CAMPAIGN 2026

TERMS AND CONDITIONS

Effective date: 22 July 2026

1.0 Organiser

- 1.1 The **"Pay with Setel & Get Complimentary Movie Tickets"** ("Campaign") is a joint collaboration between Setel Ventures Sdn Bhd ("SVSB") and PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd ("PLMMSB") (collectively referred to as the "Organisers").
- 1.2 By participating in the Campaign, you agree to be bound by these "Pay with Setel & Get Complimentary Movie Tickets" terms and conditions ("Terms and Conditions"), including any term which may be amended from time to time, without limitation or qualification.

2.0 Campaign Period

- 2.1 The Campaign will run from **22 July 2026 (12.00 AM) to 31 July 2026 (11.59 PM)**, or any other period as the Organisers deems fit with prior notice ("Campaign Period").

3.0 Eligibility

- 3.1 The Campaign is open to all individuals aged eighteen (18) years old and above, and must be a Malaysian citizen, excluding:

- 3.1.1 permanent/contract employees of PLMMSB, SVSB, inclusive of their immediate family members, specifically their respective fathers, mothers, spouses, children; and

- 3.1.2 employees of advertising and agencies for PLMMSB, SVSB, and their immediate family members, specifically their respective fathers, mothers, spouses, and children;

subject to fulfilling ALL the requirements as stated herein. Individuals who fulfill the said eligibility criteria and requirements shall hereinafter be referred to as the "Participant".

4.0 Campaign Mechanics

- 4.1 To qualify for the Campaign Rewards as per clause 5.0 below, each eligible Participant must meet the following criteria during the Campaign Period ("Qualifying Criteria"):

- 4.1.1 must be an existing Setel App user who fulfils the eligibility criteria in clause 3.0; and

4.1.2 must have performed either one of the two transactions below:

- a. perform a car service at any of the participating PETRONAS AutoExpert outlets and make payment via the Setel App (excluding DuitNow) with a minimum spend of RM250 in a single receipt during the Campaign Period; **OR**
- b. spend a minimum of RM168 in a single receipt on any PETRONAS Syntium fully synthetic lubricants purchased from participating Kedai Mesra retail stations during the Campaign Period.

4.1.3 In the event a Participant is found to be not eligible for the Campaign Reward, at any point of time during or after the Campaign Period, the Organisers reserves the right, at its sole discretion, to disqualify the said Participant and to cancel, withdraw and/or recall the voucher awarded to the Participant, unless the disqualification or ineligibility is due to the Organiser's own error, mistake, negligence, or fault.

4.1.4 If the said Participant in clause 4.1.3 above had used or enjoyed the Campaign Reward, SVSB (on behalf of the Organisers) may debit the equivalent amount from the said Participant's Setel account, with prior notice. If the balance of the Participant's Setel account is insufficient to cover the cost of the Campaign Reward utilised, the Participant must immediately reimburse the Organisers for the said amount upon demand.

5.0 Campaign Rewards

- 5.1 With each transaction performed in accordance with Clause 4.1.2, the eligible Participant shall be entitled to receive two (2) complimentary TGV movie ticket vouchers instantly via the Setel App, subject to the terms and conditions herein.
- 5.2 The voucher code shall be valid for usage at TGV Cinemas' ticket counter, website, or mobile app within one (1) month from the date the voucher is issued via the Setel App. SVSB shall not be responsible in any manner whatsoever for any lost, stolen, expired, unused, undelivered, or misused Rewards.
- 5.3 There shall be no redemption limit imposed on each Participant during the Promotion Period. Eligible Participants may redeem and/or claim the Reward multiple times throughout the Promotion Period, subject always to the availability of vouchers and the redemption threshold stipulated under Clause 5.4 below.
- 5.4 The redemption of the Campaign Rewards shall be on a first-come, first-served basis and subject to availability. For the avoidance of doubt, SVSB shall set a maximum redemption threshold of one hundred and twenty (120) TGV movie tickets per promotion round. Once the redemption threshold has been reached, no further Rewards shall be issued for that promotion round, notwithstanding that the Promotion Period may still be ongoing.
- 5.5 SVSB reserves the right, at its sole and absolute discretion, to vary, revise, suspend, or terminate the redemption threshold, availability of Rewards, or any part of this Promotion at any time

without prior notice.

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 Organisers regarding the Campaign and all matters relating to or in connection there to are final and binding.
- 6.2 The Organisers reserve 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 Consumers. 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 Consumers to claim any compensation from the Organiser for any losses or damages suffered or incurred by the Consumers as a result of the said cancellation, extension, suspension or termination.
- 6.3 The Organisers also reserve 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 Organisers reserve 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 Organisers reserve the right to make further verifications and requests for additional personal identification details and documents from the Consumers, as well as the right to disqualify or withdraw the Consumer'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 Consumers, 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 Consumers 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 Organisers reserves the right to exclude such transactions from the Campaign. Notwithstanding this, the Organisers 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 Organisers and its decisions regarding the Campaign are final and binding. The Organisers 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 or chat with our Customer Service team on the Setel app.

7.0 Personal Data:

- 7.0 By participating in the Campaign, Participants are deemed to have agreed to the collection, use, processing, disclosure and retention by the Organiser of their personal data in the manner as outlined in Setel's Privacy Notice, which is available at www.setel.my/privacy.