

“SYNTIUM X PETRONAS PARTS OIL FILTER @ PETRONAS AUTOEXPERT”

TERMS AND CONDITIONS

1.0 Organizer:

- 1.1** PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMMSB**”) is the organizer of this “Syntium X PETRONAS Parts Oil Filter @ PETRONAS AutoExpert” (“**Program**”).
- 1.2** The following terms and conditions apply in respect of this Program. By participating in this Program, you agree to be bound by these terms and conditions, including any term which may be amended from time to time, without limitation or qualification.

2.0 Eligibility:

- 2.1** The Program is open to all Malaysians including (hereinafter referred to as “**Participant**” or “**Participants**”):
 - (i) permanent/contract employees of PLMMSB, inclusive of their immediate family members, specifically their respective fathers, mothers, spouses, children;
- 2.2** In the event a Participant is found to be ineligible at any point of time during or after the Program Period (as defined in Clause 4), PLMMSB reserves the right, at its sole discretion, to disqualify the said Participant and to cancel, withdraw and/or recall the program to the Participant. If the said Participant has paid, the Participant agrees and undertakes to indemnify PLMMSB for the costs of the program and PLMMSB shall have the right to initiate any action it deems necessary against the said Participant.

3.0 Program Period:

- 3.1** Unless otherwise notified by PLMMSB, the Program shall be conducted from 15 July 2026 until 15 August 2026 (“**Program Period**”).

4.0 Program Mechanics:

- 4.1** Participants who book for a vehicle service at participating PETRONAS AutoExpert outlet via the Setel app during the Service Period below may purchase any of the Syntium Fully Synthetic and Syntium Semi Synthetic service package (“**Syntium Service Package**”) (hereinafter collectively referred to as “**Package**”) at the price below:
- 4.2** Customers who purchase any selected PETRONAS Syntium Fully

Synthetic or Semi Synthetic Service Package will be entitled to enjoy the promotional offer under this program.

- 4.3 Customers will receive a complimentary PETRONAS Parts Oil Filter with every eligible service package purchased.
- 4.4 The complimentary PETRONAS Parts Oil Filter under this program is applicable exclusively to national vehicles, namely PROTON and PERODUA.

5.0 Miscellaneous:

- 5.1 The Package cannot be combined with other promotions or discounts unless otherwise stated.
- 5.2 All promotions are subject to availability and outlet participation.
- 5.3 PLMMSB may advise PETRONAS AutoExpert outlet to reject any appointment made if there is any non-compliance by any Participant of any of the terms and conditions.
- 5.4 PLMMSB reserves the right to cancel, shorten, extend, suspend, and/or terminate the Program at any time prior to the expiry of the Program Period without prior notice to Participants. For the avoidance of doubt, any cancellation, extension, suspension or termination of the Program at any time prior to the expiry of the Program Period shall not entitle Participants to claim any compensation from PLMMSB or PETRONAS AutoExpert outlet for any and all losses or damages suffered or incurred by Participants as a result of the said cancellation, extension, suspension or termination. PLMMSB 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 Program following any such changes and/or amendments shall constitute Participants unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the terms and conditions.
- 5.5 PLMMSB shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by Participants, any party resulting from or arising out of or in connection with this Program.
- 5.6 These terms and conditions prevail over any provisions or representations contained in any brochure or other Program materials advertised under this Program.
- 5.7 PLMMSB, its directors, shareholders and employees, its holding, subsidiary or affiliates in its group of companies, PETRONAS and its directors, shareholders and the employees of the PETRONAS group of

companies, PETRONAS station dealers and participating partners shall not be liable for any defaults resulting from “Force Majeure” which term shall mean and include, inter alia, Acts of God, any act of natural calamities, war, riot, strike, lock out, industrial action, fire, flood, drought, storm or any event beyond their reasonable control or event which is not reasonably within PLMMSB’s control. The term “Force Majeure” shall also mean and include situations whereby it becomes onerous for PLMMSB to perform its obligations under these Terms and Conditions.

- 5.8 Any failure by PLMMSB in enforcing any of these Program’s Terms and Conditions in any instance(s) does not constitute a waiver of such term and/or condition.
- 5.9 For any further enquiries on the Program’s terms and conditions, please contact us via site at <https://www.mymesra.com.my/>.

8.0 Personal Data

By participating in the Program, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by PLMMSB 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, which can be viewed at <https://www.mymesra.com.my/about-us/policies-notice/petronas-dagangan-berhad-privacy-statement>.