

**“SERVIS IHSAN MADANI @ PETRONAS
AUTOEXPERT”**

TERMS AND CONDITIONS

1.0 Organizer:

1.1 PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMMSB**”) is the organizer of this “Servis Ihsan Madani @ PETRONAS AutoExpert” (“**Program**”) in collaboration with Kementerian Perdagangan Dalam Negeri dan Sara Hidup (“KPDN”).

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:

- (i) permanent/contract employees of PLMMSB, inclusive of their immediate family members, specifically their respective fathers, mothers, spouses, children; and
- (ii) employees of advertising and agencies for PLMMSB and their immediate family members, specifically their respective fathers, mothers, spouses, and children.

Hereinafter referred to as “**Participant**” or “**Participants**”.

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 5 March 2026 until 24 December 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 and Mach 5 service package (“Syntium and Mach 5 Service Package”) or Urania service package (“Urania Service Package”)(collectively “**Package**”) at the price below:

a) Service Period

No.	Festival	Date of Festival	Service Period
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1	Hari Raya Aidilfitri	19–20 March 2026	10-17 March 2026 (1st) 23-31 March 2026 (2nd)
2	Hari Raya Haji	26 May 2026	12–25 May 2026
3	Pesta Kaamatan	30–31 May 2026	16–29 May 2026
4	Hari Gawai	1–2 June 2026	18 May–31 May 2026
5	Hari Kebangsaan	31 August 2026	17–30 August 2026
6	Hari Malaysia	16 September 2026	2–15 September 2026
7	Deepavali	8 November 2026	25 October–7 November 2026
8	Christmas	25 December 2026	11–24 December 2026

b) Syntium and Mach 5 Service Package

Lubricants Service Packages	Types of Vehicles		
	National	Asian	Europe
Fully Synthetic Syntium 3000 E 0W-20 3.5L	RM209		
Fully Synthetic Syntium 5W-30 4.0L OR Syntium 5W-40 4.0L	RM239		
Semi Synthetic Syntium 800 5W30 4.0L OR Syntium 800 10W40 4.0L	RM199	RM229	RM269
Mineral Syntium 500 10W30 SN 3.0L OR Mach 5 SAE40 4.0L	RM89	RM109	RM129

c) Urania Service Package

Lubricants Service Packages	Types of Vehicles		
	National	Asian	Europe
Semi Synthetic Urania LA 10W40 7.5L		RM299	RM329
Mineral Urania 3000 15W40 7.5L		RM199	RM229

4.2 For the avoidance of doubt, the booking can only be made by the Setel registered user for his own registered vehicle.

3.0 The Packages include fully synthetic, semi synthetic or mineral lubricant service, oil filter, gasket drain plug, labour and multi points check.

4.3 The Packages exclude any services or repairs not included in the Package. Any additional service shall be charged separately, as determined by the respective PETRONAS AutoExpert outlet.

- 4.4 PLMMSB reserves the right to modify, suspend, or cancel the Package at any time for any reason and the right to disqualify any Participant that does not comply with the terms and conditions.

5.0 Miscellaneous:

- 5.1 The Package cannot be combined with other promotions or discounts unless otherwise stated.
- 5.2 The Urania Service Package is available at all participating PETRONAS AutoExpert outlets **except** for the outlets listed below:

Operator	Address
<i>Azam Motor</i>	Lot 512 Jalan Sultan Alam Shah, Kanchong Darat, 42700 Banting Selangor Darul Ehsan
<i>NSJ Global Resources</i>	No.4, Jalan Penyelenggara U1/77, Hicom-Glenmarie Industrial Park, 40150, Shah Alam, Selangor Darul Ehsan
<i>GF Cube Global Sdn. Bhd.</i>	No. 20, Jalan SBC 5, Taman Sri Batu Caves, 68100 Selangor Darul Ehsan.
<i>GF Cube Global Sdn. Bhd.</i>	No. 7, Jalan Astana 1A, Persiaran Astana, Bandar Bukit Raja, 41050 Klang, Selangor Darul Ehsan.
<i>GF Cube Global Sdn. Bhd.</i>	No. 23G, Jalan Putra 2, Taman Putra Kajang, 43000 Kajang, Selangor Darul Ehsan.
<i>GF Cube Global Sdn. Bhd.</i>	PETRONAS Station Sunway Batu Caves, Lot Komersil 3, Jalan SM 1 Bandar Sunway Batu Caves 68100 Gombak, Selangor
<i>GF Cube Global Sdn. Bhd.</i>	PETRONAS Station Sunway Bukit Tinggi, 1 LOT 7725, Lebuhr Batu Nilam, Bandar Bukit Tinggi 41200 Klang, Selangor
<i>Zafran Autocentre Sdn. Bhd.</i>	No. 7, Jalan 9/6, Taman IKS, Seksyen 9, 43650, Bandar Baru Bangi Selangor
<i>Zafran Autocentre Sdn. Bhd.</i>	No. 1d, Jalan Bukit Badak, Subang New Village, 40150 Shah Alam, Selangor
<i>Detroit Auto Trading Sdn. Bhd.</i>	59 & 61 Jalan Kebun Nenas 7a/Ks8, Bandar Putera 2, 41200 Klang Selangor
<i>Jentayu RS Sdn. Bhd.</i>	No. 1-G, Jalan Keluli 7/109, Seksyen 7, 40000 Shah Alam, Selangor
<i>Dream Car Performance Garage Sdn. Bhd.</i>	Jalan Layang-Layang 1, Bandar Puchong Jaya, 47170 Puchong, Selangor.
<i>Kolumpo Sdn. Bhd.</i>	No 20 Jalan Mr 1/6 Taman M Residensi Rawang 48000 Selangor
<i>LON G Setia Auto Sdn. Bhd.</i>	Lot 3048, Jalan Datuk Sulaiman, Kg Sg Penchala Ttdi, 60000, Kuala Lumpur
<i>Thunder Auto Service</i>	No. 11, Jalan Kijang, Taman Scientex, 81700 Pasir Gudang, Johor
<i>KF Wheels PLT</i>	5082, Batu 24, Jalan Kuala Berang, 21700 Kuala Berang, Terengganu Darul Iman
<i>AM Auto Multi Service</i>	Mt1243 & Mt1249 Jln Iks 5, Kawasan Perindustrian Ringan 78300 Masjid Tanah, Melaka
<i>RS Auto Technology</i>	8503-D, Kampung Duyung, Jalan Lapangan Terbang, 21300 Kuala Nerus, Terengganu Darul Iman
<i>DSN Venture Sdn. Bhd.</i>	No. 1 (Ground Floor), Jalan 4114, Seksyen 4 Bandar Baru Bangi, Kuala Lumpur 43650

<i>JJU Auto Garage</i>	No 82, Jalan Pinang Tunggal, Taman Kempas, 08000, Sungai Petani, Kedah Darul Aman
<i>AF Auto Care Group Sdn Bhd</i>	26 Jalan Biru, Taman Laksamana, 81900 Kota Tinggi, Johor
<i>Borneo Sport Rim</i>	Mile 7 1/2 Kg. Nambazan Jalan Lama Papar, 88300 Kota Kinabalu, Sabah

5.3 The booking for the service must be made on the SETEL app between **10th March 2026** and **24 December 2026** at 11:59 p.m (“Booking Period”).

5.4 All bookings and services must be completed within the Program Period. The following scenarios shall apply:

- Bookings made within the Program Period for services scheduled outside the Service Period shall not be eligible.
- Bookings made outside the Service Period for services scheduled within the Program Period shall not be eligible.
- Bookings made outside the Program Period for services scheduled outside the Service Period shall not be eligible.

5.5 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.

5.6 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.

5.7 .

5.8 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.

5.9 These terms and conditions prevail over any provisions or representations contained in any brochure or other Program materials advertised under this Program.

5.10 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.

- 5.11** 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.
- 5.12** For any further enquiries on the Program's terms and conditions, please contact us via site at [http:// www.mymesra.com.my](http://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>.