



REFER & WIN BIGGER (“CAMPAIGN”)

TERMS AND CONDITIONS

Effective date: 7 October 2026

1.0 Organiser

1.1 The “Refer & Win Bigger” (“Campaign”) is organised by Setel Ventures Sdn. Bhd. (“Setel” or “Organiser”).

2.0 Campaign Period

2.1 The Campaign will commence from 7 October 2026, 9:00 AM (GMT+8) to 31 December 2026, 11:59 PM (GMT+8) (“Campaign Period”), unless otherwise notified by the Organiser.

3.0 Eligibility

3.1 This Programme is open to Referrer and Referred User (hereinafter defined in Clause 4.1 below) aged sixteen (16) and above, currently residing in Malaysia, who have successfully completed account verification and obtained an approved status, subject to these Terms and Conditions.

3.2 The Campaign is open nationwide across Malaysia and is not limited to any specific region.

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

- i. permanent or contract employees of Setel, PETRONAS Dagangan Berhad (PDB), other PETRONAS group entities, 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 For the purposes of this Campaign, the following terms shall be defined as follows:

- i. “Referrer” means a person who refers another person to the Setel App in

accordance with the terms and conditions of this Campaign.

- ii. “Referred User” means a person who is referred to the Setel App by a Referrer and who successfully registers for a new Setel account in accordance with the terms and conditions of this Campaign.
- iii. “Successful Referral” is defined as a transaction where a Referred User completes all of the following requirements during the Campaign Period:
 - a. registers a new account on the Setel App using the Referrer’s unique referral code; and
 - b. transacts an accumulated minimum amount of RM30.00 across any of the following transaction types via the Setel App:
 - fuel purchase at any PETRONAS station in Malaysia; or
 - in-store purchase at Kedai Mesra.

4.2 Referrer and Referred User(s) may earn rewards through two (2) campaign tiers, as described below:

i. Base Reward

- a. Upon each Successful Referral, both the Referrer and the Referred User shall each be entitled to receive RM3 Setel Credit.
- b. The RM3 Setel Credit will be credited into the Referrer’s and Referred User’s Setel Wallet within forty-eight (48) hours from the completion of the Successful Referral.

ii. Monthly Referral Challenge

- a. For each Successful Referral completed by a Referrer during each calendar month of the Campaign Period, the Referrer shall be entitled to one (1) entry for the monthly reward applicable to that calendar month.
- b. Each Referrer shall only be entitled to receive the monthly reward once throughout the Campaign Period.

5.0 Campaign Prize

5.1 Prizes will be allocated and distributed as follows:

Tier	Prizes	Total Winners
Base Reward	● RM3 Setel Credit (Referrer) ● RM3 Setel Credit (Referred User)	All qualifying referrals
Monthly Referral Challenge	October: ● 1x iPhone 17 Pro ● 1x iPad Pro ● 2x Garmin Venu 4 - 41mm Smartwatch ● 2x Sony WH-1000XM6 Headphones	106

	• 100x RM50 Setel Credit	
	November: • 1x iPhone 17 Pro • 1x iPad Pro • 2x Garmin Venu 4 - 41mm Smartwatch • 2x Sony WH-1000XM6 Headphones • 100x RM50 Setel Credit	106
	December: • 2x iPad Pro • 1x Garmin Venu 4 - 41mm Smartwatch • 3x Sony WH-1000XM6 Headphones • 100x RM50 Setel Credit	106

5.3 The winners of the Campaign prizes shall be announced as follows:

- i. Monthly Referral Challenge: The winners shall be announced within fourteen (14) working days after the end of each respective calendar month.
- ii. The winners shall be announced via Setel's official social media channels and the Setel App Inbox.
- iii. The full list of winners shall be made available on the Setel website.

5.4 The prizes for the Monthly Referral Challenge shall be fulfilled to the respective winners within three (3) months from the end of the Campaign Period.

6.0 Winners Selection Process

6.1 Apart from the Base Reward, winners shall be determined based on the criteria and mechanics set out in Clause 4.2(ii).

6.2 A selection process, witnessed and recorded by the appointed Setel representative, will be conducted monthly to determine the winners of the monthly rewards from the shortlisted Referrers.

6.3 In the event that Setel attempts to contact the potential winner(s) by phone but is unable to reach them for any reason, including but not limited to being out of coverage, unanswered, or out of service, Setel will make up to three (3) additional attempts within the first two weeks from the winner announcement. If all attempts are unsuccessful, Setel reserves the right to select another potential winner, whereby the selection process will be repeated until a winner is successfully identified.

7.0 General Terms

- 7.1 By participating in this Campaign, the Referrer and Referred User fully and unconditionally agree to 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.
- 7.2 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 Referrer and Referred User. For the avoidance of doubt, any cancellation, extension, suspension or termination of the Campaign Period at any time prior to the expiry of the Campaign Period shall not entitle the Referrer and Referred User to claim any compensation from the Organiser for any losses or damages suffered or incurred by Referrer and Referred User 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 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.
- 7.4 The Organiser reserves the right, at its absolute discretion and with prior notice, to substitute the reward with an item of similar or higher value. The Organiser reserves the right to determine the specifications of the reward, and the Organiser's decision on this matter is final.
- 7.5 The Organiser reserves the right to make further verifications and requests for additional personal identification details and documents from the Referrer and Referred User, as well as the right to disqualify or withdraw the Referrer and Referred User's eligibility for the reward at any time, should there be any non-compliance to these Terms and Conditions.
- 7.6 The Organiser shall not be held responsible or liable for any claims of loss or damage to property, personal injury, or loss of life resulting from or in connection with this Campaign or the reward given under this Campaign.
- 7.7 In the event a Referrer and Referred User is found to be ineligible, or to have performed fraudulent activity, or to have violated these Terms and Conditions, at any point during or after the Campaign Period, the Organiser reserves the right to:
- i. disqualify the said Referrer and Referred User;
 - ii. withhold, cancel, withdraw, or recall any reward granted to the said Referrer and Referred User; and
 - iii. initiate any action the Organiser deems necessary against the said Referrer and Referred User.

- 7.8 If a Referrer and Referred User has already used a granted reward and is later found to be ineligible, the said Referrer and Referred User agrees to indemnify the Organiser for the full amount of the reward.
- 7.9 The Referrer and Referred User shall not register for multiple Setel accounts for any dishonest purpose, including to gain excessive reward or to abuse the Campaign reward from the Setel app and/or services offered on the Setel app.
- 7.10 Any Referrer and Referred User 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 Organizer reserves the right to take further legal action against Referrer and Referred User involved in fraudulent behavior.
- 7.11 In the event that a Referrer and Referred User's successful transaction is not captured for any reason whatsoever during the Campaign Period, the Organiser reserves the right to exclude such transaction from the Campaign. Notwithstanding this, the Organiser shall make reasonable efforts to address any such issue to enable the Referrer and Referred User to continue participating in the Campaign.
- 7.12 These Terms and Conditions prevail over any provisions or representations contained in any brochure or other promotional material advertised under this Campaign. The Organiser is the final authority on the interpretation of these Terms and Conditions and any other matters relating to this Campaign.
- 7.13 The transaction records maintained by Setel and its decisions regarding the Campaign are final and binding. Setel is not obligated to provide reasons or engage in correspondence relating to this Campaign.
- 7.14 These Terms and Conditions are governed by and construed in accordance with the laws of Malaysia, and Referrer and Referred User agree to submit to the exclusive jurisdiction of the Malaysian courts.
- 7.15 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.

8.0 Personal Data

- 8.1 By participating in the Campaign, Referrer and Referred User 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 can be viewed at www.setel.my/privacy.

