

FAQ

PETRONAS:

No General

1. Definitions of terms used

WORDS USED	MEANING
Overview	Link to Index page
Transaction	Transactions done at the PETRONAS Stations
Redemption	All redemptions done at PETRONAS Stations, online and related merchants
Points Adjusted	Adjustment made due to discrepancies if any
Points Redeemed	Total redeemed points as of current date
Available Points	Points available and redeemable
Opening Points	Points balance from previous cycle date
Reference No.	Reference number of transaction, available on transaction receipt and transaction history on the PETRONAS Mesra Loyalty Programme website
Merchant Name	Name of PETRONAS Station/Merchants where transactions are done
Debit Adjustment	Points transferred/debited to account
Credit Adjustment	Points transferred/credited from account
Card Status	Shows the status of the card. There are several possible status pertaining to your PETRONAS Mesra card. They are: Issued: Card is not registered with us but points can be earned. However, points cannot be redeemed. Please visit https://www.mymesra.com.my/pmlp-register.aspx or contact Mesralink at 1 300 22 8888 to activate your card. Active: Card is registered and active, points can be earned and redeemed. Suspend: Card is suspended due to fraud or any other

possible reasons. Points cannot be earned nor redeemed. Please call Mesralink at 1 300 22 8888 or email at mymesra@petronas.com.my for further enquiries. Closed: Card is closed due to lost of card, transfer of card, or any other reason. Please call Mesralink at 1 300 22 8888 or email at mesra@petronas.com.my for further enquiries.

Points Expiry

Points ageing. Please refer to the Terms and Conditions for full explanation on this.

Points Cancellation

Points are cancelled due to no transaction using the card for 6 months consecutively, which includes transaction of earning or redeeming.

2. **I have registered but I did not receive my activation email. What do I do?**

Please check your Junk or Spam folder. If you fail to locate this, please do call Mesralink at 1 300 22 8888 or email us at mesra@petronas.com.my to check on your email address and await for further advice.

3. **I did not put in my email address when I applied for the card previously. I would like to have access to the website. How do I obtain my login to access?**

Please call our Mesralink at 1 300 22 8888 or email us at mesra@petronas.com.my for further assistance.

4. **When do I receive my statement of accounts?**

We will not be sending any physical statement to your mailing address. However, you can view, download and print your statement here on the website.

5. **I have just moved my place of residence. How do I make sure I don't miss out any promotional materials or prizes that I might have won during contests?**

You are advised to update your personal data to the most frequent one. This is to ensure that we are able to contact you if there is a need to do so pertaining to your card, transactions, contests or promotions.

6. **What type of communications can I expect from the PETRONAS Mesra Loyalty Programme and from which channel?**

At the moment, you will be receiving e-mails from us time to time on on-going promotions and contests. This is of course, upon permission from you. You will also be given SMS on periodic basis on contests, promotions and information. However, do be careful of any scams. Please be reminded that PETRONAS will never ask for your bank account details online, nor do we ever announce winners of any particular contests via SMS or emails. Contest winners lists will always be broadcasted over at our official site here. For further enquiries on this, do call Mesralink at 1 300 22 8888 to confirm or email us at mesra@petronas.com.my.

My Mesra Card

- 1. Can my Mesra points be converted to cash?**
No. Your points cannot be converted to cash.
- 2. How long does it take for my points to be credited into my account?**
Points will be credited into your account within 1 working day for normal transactions and up to 14 working days for dispute or contest, at our discretion.
- 3. Can I still collect points without my PETRONAS Mesra card?**
No, your PETRONAS Mesra card must be presented and swiped at the time of purchase except for online transactions.
- 4. What if my transaction is blocked during purchase, and, or redemption?**
Please contact Mesralink at 1 300 22 8888 to re-activate your card or email us at mesra@petronas.com.my or ask any of PETRONAS Stations' staff for assistance.
- 5. I swiped my PETRONAS Mesra card during transaction but the receipt says 'Please apply Mesra card at the counter'. What does this mean?**
This means that your card was not read and your points are not being awarded for that transaction. Do report this to the PETRONAS Station where you are at and request for 'Uncaptured Points' form and fill up the details. If transaction is valid, we will credit your due points within 14 working days. An SMS will be given to you upon credit of points.

Online Registration

- 1. Where can I get the PETRONAS Mesra card?**
You can get the PETRONAS Mesra card at any PETRONAS station nationwide.
- 2. How do I register my PETRONAS Mesra card?**
Effective 15th June 2014, all new Mesra members can register their cards via SMS by sending "KADMESRA<space>17-digit Mesra card number<space>IC Number<space>Name" to 36732, online at <https://www.mymesra.com.my/pmlp-register.aspx> or call Mesralink at 1-300-22-8888 to register.
- 3. What will happen to the forms after August 2014?**
Forms will no longer be available at our stations. Please register via the website or Mesralink.
- 4. How can I replace a faulty or lost PETRONAS Mesra card?**
You can get a replacement card from any PETRONAS station and login to your Mesra account to register your new card number. Mesra points from the old card will be transferred to your new card. If you do not have a login to the web account, do call Mesralink at 1 300 22 8888.
- 5. Will any cost be incurred if I replace my PETRONAS Mesra card?**
Yes, 150 points will be deducted from your total available points.

6. **What if I don't register my PETRONAS Mesra card?**
If you don't register, you can still collect Mesra points but you will not be able to redeem Kad Mesra items, fuel or other items.
7. **Can I register for two cards?**
No. Members can only have one card active at any particular time. Click here to view the Terms & Conditions.
8. **What are the benefits of online registration?**
You can check your Mesra points and redeem online via available redemption option.
9. **If I am facing difficulties using the PETRONAS Mesra online registration, what should I do?**
Please call Mesralink at 1 300 22 8888 and our team will assist you accordingly.

Points Expiry

1. **Will my Mesra points expire?**
Yes. Points will expire after 3 years.

DATE OF TRANSACTION	POINTS EARNED	POINTS BALANCE	EXPIRY DATE
1st May 2012	30 Points	30	31 May 2015
15th May 2012	70 Points	100 (30+70)	31 May 2015

2. **How do I avoid my accumulated points from expiring?**
To avoid your points from expiring, do not keep them for too long. You are advised to frequently redeem your points at any PETRONAS Stations (either on fuel or at our Mesra stores).
3. **Can I extend my points expiration?**
No, you are not able to. The points will automatically expire in the system accordingly.
4. **If I have just become a Mesra Member, will the points I have expire soon?**
No, Mesra points accumulated will expire based on 'First in, First out'. For instance, all points earned in August 2012 will only be expired on 31 August 2015, 3 years later after the points have been acquired.

SMS Notifications

1. **How do I know if the SMS I received is a genuine SMS from PETRONAS?**
We will be consistently using the same short code. Please also be aware that we will never request for anything personal, especially bank accounts, via SMS. To confirm, please do not hesitate to call Mesralink.

2. What is RM0?

It simply means that the notification is FREE of charge and it's non-chargeable to our card members.

3. In the text, why use website address instead of the Mesralink number?

This is to inform our members that now you can check your points balance from our website with just simple clicks on our points checker icon.

4. What is PETRONAS Mesra Card Customer Service email address?

mesra@petronas.com.my

5. Can I reply to this SMS?

No. This is a non-interactive SMS, thus customers will not be able to reply the SMS.

6. When will the notification be sent to me?

Redemption: Notification will be sent to you one day after you have performed the redemption at our station. The one day lap is for verification of the redemption transaction and to help prevent any fraudulent activity.

7. Why am I receiving this SMS from PETRONAS Mesra?

The SMS is a form of notification from PMLP to inform you that:

- For Redemption: A redemption activity has been successfully performed via your Mesra card at our PETRONAS Station and/or
- For contest or promotion: we frequently send in promotions or contests information via SMS. However, be aware of scams as our SMS are only informative and does not ask you to provide any personal details via SMS. When in doubt, call Mesralink at 1 300 22 8888.

8. What is the language used for the notifications?

The notifications will be primarily in English. Should the notification be unclear and you require additional assistance, please call Mesralink at 1 300 22 8888 and our customer service executives will help to address your concern.

9. I didn't perform this redemption. How do I make a claim?

Redemption transaction once accepted by PDB may not be revoked, cancelled, returned or exchanged. If you did not perform any transaction, but received an SMS on this, it could possibly mean that you have either lost your card, carrying someone else's card, etc. Please call Mesralink at 1 300 22 8888 or email us at mesra@petronas.com.my to verify.

10. I don't have internet access. How do I create an online Mesra account?

You need an internet access in order to open an online account. You can register your details via:

- a) Mesra online registration form or
- b) Register via SMS by sending "KADMESRA<space>17-digit Mesra card number<space>IC Number<space>Name" to 36732 or
- c) simply call our Mesralink and update your details via our customer service executives.

The online account will allow you to check your updated balance, transaction and as well as updating your personal details.

11. What is the points conversion in RM?

1 Mesra point is equivalent to 1 cent at PETRONAS stations. The points conversion for online redemption or conversion to other partners will vary.

Petronas Redemption Portal

1. What is Petronas Redemption Portal?

Petronas Redemption Portal is a online portal that lets you redeem great deals at great discounted prices at restaurants, beauty salons, spas, gyms, entertainment venues, stores and more. Discover incredible offers, promotions and experiences around every corner while saving on your spending. Earn points while you spend and use them to redeem discounts, products and services as you go along.

2. Petronas Redemption Portal & your preferred language

The Petronas Redemption Portal is available in mobile view and websites with the following languages:

- English

3. What is a Deal?

A Deal is any attractive promotion, bargain, event or offering.

4. Payment Method

What are the payment methods available on Petronas Redemption Portal?

Credit / Debit Cards

- We accept both Credit and Debit card from Visa and MasterCard.

Online Banking

- Bank Accepted: Affin Bank, Alliance Bank, AmBank, Bank Rakyat, CIMB Bank, Bank Islam, HSBC, Kuwait Finance House, OCBC, Standard Chartered, UOB, Hong Leong Bank, Maybank, BSN, Public Bank, RHB.

5. Cancellation

Any product, voucher or deal purchased through Petronas Redemption Portal website and mobile app is non-refundable. Any request for cancellation or feedback shall be submitted to mesra@petronas.com.my, and will be subject to management approval.

6. MESRA REDEMPTION PORTAL

GENERAL

1. Do I need to print out my Voucher?

No, voucher will be in e-form.

2. Who do I contact if I require help?

Please call Mesralink at 1 300 22 8888 and our team will assist you accordingly.

REDEEM

1. Where to find my voucher after purchased

Please follow below steps:

1. Click My Rewards
2. Click View on the voucher you want to redeem and you will be prompted to your voucher page
3. Click Here under Redeem link
4. Redeem e-voucher page will appear and you may show this page to the outlet upon redemption

2. How do I redeem my voucher?

Please follow below steps:

1. Click My Rewards
2. Click View on the voucher you want to redeem and you will be prompted to your voucher page
3. Click Here under Redeem link
4. Redeem e-voucher page will appear and you may show this page to the outlet upon redemption
5. Show e-voucher at the outlet staff OR follow reservation instruction in the fine print

3. If I do not have internet, can I redeem my voucher at the store/outlet?

No

4. Is the voucher transferable?

No

5. What happens if my voucher has expired?

The voucher can't be renewed or extended. We would advise that you check the voucher's expiry date and redeem it before it expires.

6. Do I need to make a reservation after I purchased the voucher

Please refer to the deal Fine Print. For deals that require reservation, it's a must and the reservation can be done via email/call or whatsapp.

PAYMENT

1. Can I redeem using my Mesra points plus cash?

Yes, you can.

2. I don't have enough points for the product I would like to redeem. Will I still be able to proceed?

Yes, it depends on the balance points you have. If your points balance meet the minimum points required, you may redeem with Mesra points and the remaining amount to be paid in cash.

3. What if I do not have enough points for the minimum points required to redeem?

You will be able to purchase by paying full cash.

4. Can I decide how many points to deduct to purchase the voucher?

No, the amount of points deducted will be fixed at either full amount by points or minimum points required.