

**PETRONAS DAGANGAN BERHAD**  
**'SENANGNYA! INI BARU MESRA' 2026 CAMPAIGN**  
**TERMS AND CONDITIONS**

**1. Organiser:**

- a) PETRONAS Dagangan Berhad ("PDB") (hereinafter referred to as the "Organiser"), in collaboration with Mesra Retail & Café Sdn Bhd (hereinafter referred to as "MRCSB"), Setel Ventures Sdn Bhd (hereinafter referred to as "Setel"), PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd ("PLMMSB") and Visa Holdings Sdn Bhd (hereinafter referred to as "VISA"), will be organising the *Senangnya! Ini Baru Mesra 2026* campaign (hereinafter referred to as the "Campaign").
- b) The following terms and conditions apply in respect of the Campaign. By participating in the Campaign, you agree to be bound by the terms and conditions herein, including any terms that may have been amended from time to time, without limitation or qualification.

**2. Eligibility:**

- a) The Campaign is open to all Malaysian citizens, subject to fulfilling ALL the following requirements:
  - i. Participants must be aged eighteen (18) and above
  - ii. Participants must be registered members of the PETRONAS Mesra Rewards Loyalty Programme (hereinafter referred to as "PETRONAS Mesra Rewards Members"). For the avoidance of doubt, users who transact using physical Mesra Cards or SmartPay cards are excluded; and
  - iii. Participants must only spend at Kedai Mesra. Only non-fuel purchases made at Kedai Mesra in accordance with Clause 5 are eligible. Fuel purchases do not qualify.

PETRONAS Mesra Rewards Members who fulfil all the above-mentioned requirements shall herein be referred to as a "Participant" or collectively as "Participants."

- b) The following individuals are NOT ELIGIBLE to participate in the Campaign:
  - i. Permanent and/or contract employees of the PETRONAS Group of Companies, including the Organiser and their immediate family members (including but not limited to fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and adoptive relationships);
  - ii. PETRONAS station dealers, PETRONAS station staff/crews and their immediate family members (including but not limited to fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren, and adoptive relationships); and
  - iii. Employees (whether permanent and/or contractual) of third-party service providers of the Organiser, their permanent and/or contract employees, and their immediate family members (including but not limited to fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and adoptive relationships).
- c) If a Participant is found to be ineligible, or if the Organiser suspects that the Participant has been involved in any fraudulent activity in connection with the Campaign, whether during or after the Campaign Period as set out in Clause 3 below, the Organiser reserves the right, at its sole discretion, to disqualify the Participant and to cancel, revoke, withdraw, recall and/or reclaim any prize awarded to that Participant. Where the Participant has already benefited from the prize, the Participant agrees and undertakes

to reimburse the Organiser for the full cost of the prize. Failing which, the Organiser reserves the right to take any legal action it deems necessary against the Participant.

### 3. Campaign Period:

- a) Unless otherwise notified by the Organiser, the Campaign shall be conducted from 1 September 2026 until 31 October 2026 (hereinafter referred to as the "Campaign Period"), inclusive of both dates.
- b) Any amendments, changes or modification to the Campaign Period shall be communicated by the Organiser via its 'PETRONAS Brands' official social media platforms and/or the official website at [www.mymesra.com.my](http://www.mymesra.com.my).

### 4. Campaign Prizes and Setel 3X Mesra Rewards Points:

- a) The Campaign offers four (4) prize categories, depending on the Campaign mechanics:
    - i. **Main Mechanic Prize Categories:**
      - **Grand Prize:** RM10,000 Cash Prize
      - **First Prize:** Blueshark SoloEra Solo 1C Electric Motorcycle worth RM6,499
      - **Consolation Prize:**
        - a. Setel e-Vouchers worth RM500
        - b. PETRONAS Syntium 3000 E 5W-40 (4L) lubricant worth RM130
        - c. PETRONAS Sprinta F700 10W-40 (1.2L) lubricant worth RM50 per bottle [each winner receives 2 bottles, worth RM100 in total]
        - d. PETRONAS AutoExpert Vouchers worth RM300
        - e. PETRONAS Shop e-Vouchers worth RM300
        - f. Mesra Rewards Points worth RM500
    - ii. **VISA Mechanic Prize Category:**
      - **Special VISA Prize:** AEON / Servay / Emart Shopping Spree Vouchers worth RM3,000.
  - b) For the avoidance of doubt, the winners of the Grand Prize, First Prize, Consolation prize and VISA Prize shall hereinafter be collectively referred to as the "Winners" in these Terms and Conditions.
  - c) **Setel 3x Mesra Rewards Points:**
    - i. **Setel App User(s) will earn a total of 3x Mesra Rewards Points for:**
      - Every RM1 spent at Kedai Mesra via Setel App, consisting of:
        - a. 1x base Mesra Rewards point; and
        - b. additional 2x bonus Mesra Rewards Points
      - Detailed Terms and Conditions specifically for earning 3x Mesra Rewards Points can be found on [T&C - 3X Mesra Rewards Point Campaign 2026](#)
- ### 5. Campaign Mechanics:
- a) Participants will qualify for entries for the Campaign based on the following:
    - i. **Main Mechanic:** every minimum spend of RM15 per transaction **only in Kedai Mesra** at any PETRONAS stations using the **Setel App or by entering**

**their mobile number at the counter on the Cashier Display Screen (CDS) are eligible** (hereinafter referred to as “**Cardless Mesra Rewards**”) will earn 1 entry (**except cigarettes, prepaid top-ups, Touch N’ Go, e-Pay and Café Mesra products**).

**OR**

ii. **VISA Mechanic:**

- Every minimum spend of RM15 per transaction **only in Kedai Mesra** at any PETRONAS stations using **VISA Debit or Credit Card with Cardless Mesra Rewards** will earn 1 entry (**except cigarettes, prepaid top-ups, Touch N’ Go, e-Pay and Café Mesra products**).

**OR**

- Every minimum spend of RM15 per transaction **only in Kedai Mesra** at any PETRONAS stations using **VISA Debit or Credit Card through Setel App via CardTerus** will earn 1 entry (**except cigarettes, prepaid top-ups, Touch N’ Go, e-Pay and Café Mesra products**).

- b) Each qualifying transaction with a minimum spend of RM15 and above earns one (1) Campaign entry. Spending from separate transactions will not be accumulated or combined. A qualifying transaction will be assessed under the applicable payment route and will not generate duplicate entries under more than one Campaign mechanic.
- c) Only transactions made using an activated and fully registered PETRONAS Mesra Rewards membership and/or completed using the Setel App or by entering the registered mobile number at the counter on the Cashier Display Screen (CDS) (i.e. via Cardless Mesra Rewards) shall be deemed valid and eligible to qualify. Transactions made using physical PETRONAS Mesra Cards, PETRONAS Smartpay and DuitNow transactions are excluded from eligibility and will not contribute towards the fulfilment of the qualifying spend criteria.
- d) Transactions made in Mini Mesra stores or other unbranded convenience stores within PETRONAS Stations are not eligible for this campaign and will be excluded.
- e) At the end of each month, the Organiser will select:
- i. Ten (10) Grand Prize winners (hereinafter referred to as the "Grand Prize Winners") who shall each receive Ringgit Malaysia Ten Thousand (RM10,000) cash prize.
  - ii. Two (2) First Prize winners (hereinafter referred to as the "First Prize Winners"), who shall each receive one (1) Blueshark SoloEra Solo 1C Electric Motorcycle.
  - iii. Thirty (30) Special VISA Prize winners (hereinafter referred to as the "Special VISA Prize Winners"), who shall each receive AEON / Servay / Emart shopping vouchers worth Ringgit Malaysia Three Thousand (RM3,000).
  - iv. Ninety-two (92) Consolation Prize winners (hereinafter referred to as the "Consolation Prize Winners") who shall each receive one (1) consolation prize type out of the six listed consolation prize types outlined in Clause 4(a)(i), worth ranging between Ringgit Malaysia One Hundred to Ringgit Malaysia Five Hundred (RM100-RM500). The allocation, denomination and quantity of

each consolation prize type will be determined by the Organisers and notified to the relevant Consolation Prize Winner.

- f) The Winners will be selected at random from the list of eligible Participants via a computerized selection system, witnessed by an appointed and authorized internal compliance or audit officer.
- g) The breakdown of the Winners for each month and total Winners for this Campaign are as follows:

| Mechanic Type | Prize Category     | Spending Period                                       | Prize (Per Winner)                                                                                                         | Monthly Winners                                             | Total Campaign Winners |
|---------------|--------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|------------------------|
| Main Mechanic | Grand Prize        | 12.00am,1 September 2026 to 11.59 pm, 31 October 2026 | RM10,000 cash                                                                                                              | 5                                                           | 10                     |
|               | First Prize        |                                                       | Blueshark SoloEra Solo 1C Electric Motorcycle worth RM6,499                                                                | 1                                                           | 2                      |
|               | Consolation Prizes |                                                       | Setel e-Vouchers worth RM500                                                                                               | 10                                                          | 20                     |
|               |                    |                                                       | PETRONAS Syntium 3000 E 5W-40 (4L) lubricant worth RM130                                                                   | 3                                                           | 6                      |
|               |                    |                                                       | PETRONAS Sprinta F700 10W-40 (1.2L) lubricant worth RM50 per bottle [each winner receives 2 bottles, worth RM100 in total] | 3                                                           | 6                      |
|               |                    |                                                       | PETRONAS AutoExpert Vouchers worth RM300                                                                                   | 10                                                          | 20                     |
|               |                    |                                                       | PETRONAS Shop e-Vouchers worth RM300                                                                                       | 10                                                          | 20                     |
|               |                    |                                                       | Mesra Rewards Points worth RM500                                                                                           | 10                                                          | 20                     |
|               | VISA Mechanic      |                                                       | Special VISA Prize                                                                                                         | AEON / Servay / Emart Shopping Spree Vouchers worth RM3,000 | 15                     |

- h) Uncaptured Submissions or Transactions:

- i. If during the Campaign Period, a Participant's transaction is not captured for any reason whatsoever, the Organiser reserves the right to exclude such transactions from the Campaign.
- ii. At the end of the Campaign Period, a total of ten (10) Grand Prize Winners, two (2) First Prize Winners, thirty (30) Special VISA Prize Winners, and a total of ninety-two (92) Consolation Prize Winners will be awarded.

## 6. Prize Fulfilment

### a) Lead time

- i. Fulfilment of the prizes shall be completed within ninety (90) working days from the date of announcement of the respective prize categories.
- ii. In the event of any delay in prize fulfilment, the Organiser will communicate with the Winners via their registered email address and/or mobile number.

### b) Shortlisted Winners' Verification

#### i. Grand Prize, First Prize and Special VISA Prize Winners

- a. These shortlisted winners shall be contacted via telephone by the Organiser for verification purposes. The contact number utilised will be the one registered under the Participant's PETRONAS Mesra Rewards membership.
- b. If a shortlisted Participant cannot be reached, the Organiser shall make up to three (3) additional attempts to contact the Participant within a four (4) hour period. Should all attempts fail, the Organiser reserves the right to disqualify the said Winner without any replacement or select an alternate Winner.

#### ii. Consolation Prize Winners

- a. Shortlisted winners shall be contacted via Mesra Rewards' official WhatsApp channel or to the respective Winners' email address.
- b. Winners are required to respond within the stipulated timeframe indicated in the notification message. If a Winner fails to respond within the stipulated timeframe, the Organiser reserves the right to disqualify the said Winner without any replacement or select an alternate Winner.

### c) Shortlisted Winners' Declaration and/or Submission of Documents

- i. Following verification, shortlisted winners will be notified via their registered email address and/or mobile number via Mesra Rewards' official WhatsApp channel and may be required to complete and submit a declaration form, together with any supporting documents requested by the Organiser, within the stipulated timeframe.
- ii. To redeem the prize, shortlisted winners must satisfy all eligibility, verification and prize redemption requirements as determined by the Organiser.
- iii. Failure to comply with any of the requirements, including submission of the declaration form and supporting documents within the stipulated timeframe, may result in disqualification and forfeiture of the prize. The Organiser reserves the right to disqualify the winner without any replacement or selection of an alternate winner.
- iv. Additional Requirement for **Grand Prize, First Prize and Special VISA Prize Winners**
  - a. Winners or their authorised representatives may be required to attend the prize presentation ceremony and/or any other redemption process specified by the Organiser.

- b. Failure to attend the ceremony or fulfil the applicable redemption requirements within the stipulated timeframe may result in disqualification and forfeiture of the prize.

**d) Grand Prize: RM10,000 Cash**

- i. Following the successful telephone verification and winner declaration, the Grand Prize Winners will also be notified via their registered email address and/or mobile number regarding any **required attendance at a prize-giving ceremony**. The Grand Prize Winners **must confirm their attendance** at the prize-giving ceremony.
- ii. In the event they are unable to attend, they **may nominate a representative** to receive the Grand Prize on their behalf **by providing an authorization letter or a photocopy of the Grand Prize Winner's identification card (IC)** and/or notify the Organiser.
- iii. The prize-giving ceremony will be conducted within ninety (90) working days following the announcement of the Grand Prize Winners on the Organiser's website or through other means as notified by the Organiser.
- iv. The Grand Prize of RM 10,000 shall be disbursed via bank transfer directly to the respective Grand Prize Winners' bank account within ninety (90) working days following the announcement of the Grand Prize Winners on the Organiser's website at [www.mymesra.com.my](http://www.mymesra.com.my) or through other means as notified by the Organiser.
- v. The Grand Prize Winners shall also be bound by further terms and conditions as determined by the Organiser at its sole discretion.

**e) First Prize: Blueshark SoloEra Solo 1C Electric Motorcycle worth RM6,499**

- i. Following successful telephone verification, the First Prize Winners shall be notified via their registered email address and/or mobile number to complete and submit the declaration form and any other documents required by the Organiser, Blueshark Malaysia and/or the relevant authorities within the stipulated timeframe.
- ii. Fulfilment of the First Prize shall be completed within ninety (90) working days from the date of announcement of the First Prize Winners, or within such other period as may be communicated by the Organiser, subject to vehicle availability, registration requirements and completion of the necessary documentation.
- iii. The First Prize Winner must provide a valid Malaysian motorcycle driving licence (minimum Class B2), a valid Malaysian National Registration Identity Card (NRIC), and any other documents required for verification, vehicle registration, and prize handover. The winner must also comply with all applicable requirements, procedures, and regulations imposed by the Organiser, Blueshark Malaysia, the Road Transport Department Malaysia (JPJ), and any other relevant authorities.
- iv. Failure by the First Prize Winner to meet the eligibility requirements, submit the required documentation, or complete the verification, registration, and prize handover process within the stipulated timeframe may result in disqualification and forfeiture of the First Prize. In such circumstances, the Organiser reserves the right, at its sole discretion, to disqualify the winner

without any obligation to select or appoint a replacement winner or award the prize to any other participant.

- v. The First Prize consists of one (1) Blueshark SoloEra Solo 1C Electric Motorcycle valued at RM6,499. The model, colour, specifications, features, accessories, and any other attributes of the motorcycle shall be determined solely by the Organiser and/or Blueshark Malaysia and may vary subject to availability. The First Prize Winner shall accept the motorcycle on an “as is” basis and shall not be entitled to request any modification, upgrade, exchange, or substitution of the motorcycle, except as may be determined by the Organiser and/or Blueshark Malaysia at their sole discretion.
- vi. Unless expressly stated otherwise by the Organiser, the First Prize excludes insurance, road tax, vehicle registration fees, number plate fees and installation charges, transportation or delivery costs, and all other costs, fees, charges, taxes, or expenses incurred in connection with the registration, collection, ownership, maintenance, or use of the motorcycle. All such costs and expenses shall be borne solely by the First Prize Winner.
- vii. Any subscription, connectivity, charging, maintenance, servicing or other recurring operating costs applicable after the handover of the motorcycle shall be borne solely by the First Prize Winner.
- viii. The First Prize Winner shall complete the vehicle registration and prize collection process at the location and within the timeframe communicated by the Organiser and/or Blueshark Malaysia. The First Prize Winner may be required to attend a prize-giving ceremony, with the date, time and location to be communicated separately.
- ix. The First Prize may not be transferred, exchanged for cash, credit or any other item, or returned to the Organiser and/or Blueshark Malaysia.
- x. Any manufacturer’s warranty, servicing, maintenance, repair and after-sales support relating to the Blueshark SoloEra Solo 1C Electric Motorcycle shall be subject to Blueshark Malaysia’s prevailing terms, conditions and policies. Any such matter shall be referred directly to Blueshark Malaysia (Email: [support@blueshark.my](mailto:support@blueshark.my)).
- xi. Upon registration, collection and acceptance of the First Prize, all risks, responsibilities, costs and liabilities associated with the ownership, possession and use of the motorcycle shall be assumed by the First Prize Winner.
- xii. The First Prize Winner shall also be bound by any additional terms and conditions reasonably imposed by the Organiser and/or Blueshark Malaysia in connection with the registration, handover, ownership and use of the motorcycle.

**f) Consolation Prize worth ranging between RM100-RM500:**

- i. **Setel e-Vouchers, PETRONAS Shop e-Vouchers, and Mesra Rewards Points**
  - a. These shall be awarded in the form of a redemption code, which must be redeemed by the respective Consolation Prize Winners through the Setel App.

- b. The redemption code will be delivered to the winner's registered email address or mobile phone number, as recorded in the winner's PETRONAS Mesra Rewards membership account, via email or the official Mesra Rewards WhatsApp channel, within ninety (90) working days from the date of the winners' announcement.
- c. The Organiser shall not be responsible for any delay, non-delivery, or unsuccessful delivery arising from inaccurate or outdated contact information maintained by the winner.

ii. **PETRONAS Syntium 3000 E 5W-40 (4L), PETRONAS Sprinta F700 10W-40 (1.2L), and PETRONAS AutoExpert Vouchers**

- a. These shall be delivered to the respective Winners at the address specified in their duly completed Winner's Declaration Form within ninety (90) working days from the date of the winners' announcement.
- b. The Organiser shall not be responsible for any delay, failed delivery, loss, or non-receipt arising from incorrect, incomplete, or outdated address details provided by the Winner.

- iii. The Consolation Prize Winners shall be bound by any further terms and conditions as may be determined by the Organiser at its sole discretion.

g) **Special VISA Prize: AEON / Servay / Emart Shopping Spree Vouchers worth RM3,000**

- i. Following the successful telephone verification and winner declaration, the Special VISA Prize Winners will be notified by the Organiser via their registered email address and/or phone number **regarding the prize fulfilment process and any required attendance at a prize-giving ceremony**.
- ii. The Special VISA Prize Winners **must confirm their attendance** at the prize-giving ceremony.
- iii. In the event they are unable to attend, they **may nominate a representative** to receive the Special VISA Prize on their behalf **by providing an authorization letter or a photocopy of the Special Visa Prize Winner's identification card (IC)** and/or notify the Organiser.
- iv. The prize-giving ceremony will be conducted within ninety (90) working days following the announcement of the Special VISA Prize Winners on the Organiser's website or through other means as notified by the Organiser.
- v. The participating grocer(s), including but not limited to AEON, Servay, Emart, and/or other grocers, shall be determined by the Organiser at its sole discretion. The shopping vouchers awarded shall be redeemable only at the designated participating grocer and shall be subject to the applicable terms and conditions, policies, validity period, and redemption requirements imposed by the respective grocer from time to time.
- vi. The Special VISA Prize Winners shall be bound by further terms and conditions as determined by the Organiser at its sole discretion.

7. **Other Terms:**

- a) SmartPay customers are NOT eligible to participate in this campaign.
- b) Physical *Kad Mesra* holders are not eligible to participate in this campaign.

- c) Participants may use the Cardless Mesra Rewards method to earn and redeem Mesra Rewards Points without using a physical PETRONAS *Kad Mesra*. Transactions will be captured when PETRONAS Mesra Rewards Member's registered mobile number is keyed in at cashier's CDS screen.
- d) The Organiser's record shall serve as the official record for verifying the Campaign entries. No manual receipt submissions will be entertained.
- e) Participants must ensure that PETRONAS Mesra Rewards membership is registered in their own name with a valid National Registration Identity Card (NRIC) number to qualify for the Grand Prize, First Prize, Consolation Prize and Special VISA Prize. Failure to meet this requirement will result in disqualification and forfeiture of the prizes.
- f) A Participant who has won a Grand Prize shall not be eligible to win a First Prize, Consolation Prize, Special VISA Prize and vice versa.
- g) Only the registered primary account holder of the Setel App Family Wallet shall be eligible to participate in the Campaign and receive any prizes in connection with the Campaign. Family members or other individuals linked to the Setel App Family Wallet are neither eligible to participate in the Campaign, nor eligible to receive any prizes in connection with the Campaign.
- h) The Organiser reserves the right, at its absolute discretion and without prior notice, to substitute any of the prizes with other items of similar or higher value. The Organiser reserves the right to determine the specifications of the prizes, and the Organiser's decision on this matter is final.
- i) All costs, fees and/or expenses incurred or to be incurred by the Winners in relation to the Campaign, Prize Giving Ceremony and/ or claim of the prizes, including but not limited to transportation, accommodation, meals, personal costs and/or other costs, are the sole responsibility of the winners.
- j) 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 Organiser regarding the Campaign and all matters relating to or in connection thereto (including the selection of winners) shall be final and binding. No queries, appeals or correspondences on winners' selection will be entertained.
- k) Non-compliance by the Participants and/or winners with any of the terms and conditions herein contained shall entitle the Organiser to disqualify any entry and/or revoke any prizes awarded.
- l) The Organiser reserves the right to cancel, shorten, extend, suspend, or terminate the Campaign at any time prior to the expiry of the Campaign Period without prior notice to Participants. For the avoidance of doubt, any cancellation, extension, suspension, or termination of the Campaign at any time prior to the expiry of the Campaign Period shall not entitle the Participants to claim any compensation from the Organiser for all losses or damages suffered or incurred by the Participants because of the said cancellation, extension, suspension, or termination.
- m) The Organiser 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 Campaign following any such amendments, modification, deletion, or changes shall constitute the Participants' unconditional acknowledgment, understanding,

agreement and acceptance of such amendments, modification, deletion, or changes in respect of the terms and conditions.

- n) Winners shall participate in all marketing and promotional activities, as and when required by the Organiser, including but not limited to prize giving ceremonies, conferences, interviews, roadshow, and relevant events.
- o) The Organiser shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by the Participants, winners and/or any party resulting from or arising out of or in connection with this Campaign or the prizes given under this Campaign.
- p) 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. For any enquiries or disputes, please call MESRALINK at 1-300-22-8888.

## 8. Personal Data

- a) By participating in the Campaign, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure, and retention by the Organiser 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 for the purpose of the Campaign. The notice can be viewed at the following links:
- b) For PDB: <https://www.mymesra.com.my/about-us/policies-notice/petronas-dagangan-berhad-privacy-statement>
- c) For Setel: [Setel Privacy Statement](#) | [Setel](#)

## 9. Definitions

In these Terms and Conditions:

- a) "Loyalty Programme" shall mean as the PETRONAS Mesra Rewards Loyalty Programme run and managed by PDB.
- b) "Mesra Rewards Membership" shall mean those arrangements under the PETRONAS Mesra Rewards membership specified by PDB by which a Member agrees to participate in the Loyalty Programme.
- c) "Mesra Card" shall mean the PETRONAS Mesra Rewards Loyalty Programme Membership card, or other variations of PETRONAS Mesra Card designated by PDB as such whether in the form of physical or digital card.
- d) "PETRONAS Group of Companies" shall mean Petroliaam Nasional Berhad (PETRONAS) ("PETRONAS"), its subsidiaries, any holding company of PETRONAS and all other subsidiaries of any such holding company as the case may be from time to time.