

About Your Gift Card

Q1. What is the PETRONAS Gift Card?

- It is a pre-approved card for purchasing fuel & products from Outdoor Payment Terminal and *Mesra Store*. It is conveniently reloadable & reusable. It is as good as cash; no PIN required, so minus the trouble remembering another set of numbers

Q2. Why should I use the Gift Card?

- Save the hassle – No more going to the cashier counter and pay cash; now you can buy fuel straight at the pump
- Make it a special and the most practical gift
- Ideal for businesses as part of corporate incentive plans. A great way to thank or impress clients or employees and maintain good relationships

Q3. Do I get my *Mesra Points* when I purchase fuel and products from *Mesra Store*?

- Yes. You will still enjoy the suite of rewards with your *Mesra Card* & collect *Mesra Points* when you transact with your Gift Card
- Visit a PETRONAS Station to get a *Mesra Card*, and remember to register on-spot to enjoy all the privileges

Q4. Where can I top-up or reload my Gift Card?

- Any PETRONAS Station which has top-up facilities
- Currently, there are over 700 PETRONAS Service Stations with top-up facilities
- For a list of participating PETRONAS Service Station, refer <http://www.mymesra.com.my/petrol-station-locator.aspx>

Q5. How do I check my account balance?

- You can check your balance at any PETRONAS Stations nationwide which have top up facilities or call *Mesralink* at 1300-88-8181

Q6. What should I do if I lost my GiftCard?

- Your Gift Card is as good as cash. No refund will be made for lost card

Q7. Am I entitled for refund if I decided to cancel my card?

- No

Q9. Where can I get access to the full Terms and Conditions for the usage of the Gift Card?

- You can access it anytime [from http://www.mymesra.com.my/](http://www.mymesra.com.my/).