

**PETRONAS DAGANGAN BERHAD**  
**“MESRA REWARDS CAMPAIGN 2021”**  
**TERMS AND CONDITIONS**

**1.0 Organizer:**

- 1.1 PETRONAS Dagangan Berhad (“PDB”) is the organiser of this PETRONAS “MESRA REWARDS CAMPAIGN 2021” (“Campaign”).
- 1.2 Setel Ventures Sdn Bhd (“Setel”) is the developer of the Setel mobile application.
- 1.3 The following terms and conditions apply in respect of this Campaign. By participating in this Campaign, you agree to be bound by these terms and conditions, including any term which may have been amended from time to time, without limitation or qualification.

**2.0 Eligibility:**

- 2.1 This Campaign is open to customers who fulfill ALL the below requirements:
  - (a) Registered and active PETRONAS Mesra Card members who either have physical Mesra Card and/or virtual Mesra Cards on the Setel Mobile Application (“Setel App”); and
  - (b) Customers holding Malaysian citizenship; and
  - (c) Customers aged eighteen (18) and above.

Customers who fulfill all the requirements shall be hereinafter referred to as “Participant” or “Participants”.

- 2.2 The following persons are NOT ELIGIBLE to participate in the Campaign:
  - (a) Permanent/Contract employees of the PETRONAS Group of companies, including PDB, Setel Ventures Sdn Bhd and their immediate family members, specifically their respective fathers, mothers, siblings, spouses, and children; refer to **Appendix 1** for full listing.
  - (b) PETRONAS Station dealers, Krew PETRONAS and their immediate family members, specifically their respective fathers, mothers, siblings, spouses and children; and
  - (c) Employees of advertising and promotional agencies and vendor for PDB and their immediate family members, specifically their respective fathers, mothers, siblings, spouses, and children.

- 2.3 In the event a Participant is found to be ineligible at any point of time during or after the Campaign Period as stated below, PDB reserves the right, at its sole discretion, to disqualify the said Participant and to cancel/withdraw/recall any prize won by the Participant. If the said Participant has used or enjoyed the

prize, the Participant agrees and undertakes to indemnify PDB for the costs of such prize and PDB shall have the right to initiate any action it deems necessary against the said Participant.

### 3.0 Campaign Prizes:

The prizes are as follows:

#### MONTHLY (FEBRUARY 2021) PRIZE(S)

1. 3x Samsung Galaxy S10
2. 3x Samsung Galaxy S30s
3. 4x Samsung Galaxy Watch
4. 4x Samsung Galaxy Buds
5. 4x Samsung Galaxy FIT
6. 100x 2,000 Mesra points

#### MONTHLY (MARCH 2021) PRIZE(S)

1. 3x Samsung Galaxy S10
2. 3x Samsung Galaxy S50s
3. 4x Samsung Galaxy Watch
4. 4x Samsung Galaxy Buds
5. 4x Samsung Galaxy FIT
6. 100x 2,000 Mesra points

Total prizes to be won throughout campaign period: 236

### 4.0 Campaign Period:

- 4.1 Unless otherwise notified by PDB, the Campaign will be conducted from **5 February 2021 to 31 March 2021** ("Campaign Period"), both dates inclusive.
- 4.2 Redemption period according to date, in order for Participant(s) to qualify for the monthly prize(s) as per the table below ("Redemption Period"):

<b>Month</b>	<b>Redemption Period by date</b>
February	5 – 28 February 2021
March	1 – 31 March 2021

## 5.0 Campaign Mechanics:

- 5.1 To be eligible for the Campaign, Participant(s) is required to link and activate Mesra card number in Setel App and make a successful redemption from the offered deal listing in Mesra Rewards redemption website and/or deals in Setel App during the Campaign Period:

1	For every successful linking and activation of Mesra card number in the Setel App	10x entries
2	For every successful redemption transaction via the Mesra Reward redemption website at <a href="https://app.setel.my/mesrarewards">https://app.setel.my/mesrarewards</a>	1x entry
3	For every successful deal redemption transaction via the Mesra Deals under the Rewards section in the Setel App  Note: Converting your Mesra points for Setel Credit will not be eligible for entries, unless it is listed as a deal.	5x entries

- 5.2 To illustrate Item 5.1 above, example of contest entry(s) calculation by redemption channel:

Example	Number of deal redemption	Redemption date	Redemption channel	Number of entry(s)	Qualify for prize month
1	1	6 February	Setel Web	1	February
2	5	28 February	Setel App	25	February
3	10	7 March	Setel Web	10	March
4	10	31 March	Setel App	50	March

### Monthly prize

- a) All entries recorded throughout the Campaign Period that meets the Monthly prizes criteria together with its respective number of entries will be included in the Monthly Prize Draw.

**Example 1:** Participant in Example 1 and 2 will all qualify for the February monthly draw with the corresponding number of entries accordingly

**Example 2:** Participant in Example 3 and 4 will all qualify for the March monthly draw with the corresponding number of entries accordingly

**Example 3:** Participant registered as a new Setel members via the Setel App and activated the Mesra card on 15 February 2021 will qualify for February monthly draw with 10 entries

**Example 4:** Participant has registered as a Setel members via the Setel App before the campaign period but activated the Mesra card during the campaign period will qualify for 10 entries during the month he/she activate it.

**Example 5:** Participant has registered as a Setel members via the Setel App before the campaign period and has activated the membership before the campaign period will **not qualify** for 10 entries.

- 5.3 Only successful redemption listed in PDB or Setel's records will be considered for the winner selection.

- 5.4 Redemption transactions will not be eligible for entries if:
- i. Participant convert their Mesra points for Setel credit in the Setel App, unless it is listed as a deal.
  - ii. Redeem fuel at the pump dispenser or PETRONAS station
  - iii. Redeem items at PETRONAS Mesra stores.
- 5.5 Only successful linking and activation of Mesra card number in the Setel App during the Campaign Period will be count as entry.
- 5.6 Participants are required to ensure that the Mesra Card number used to participate in the Campaign is registered under their own name with a valid NRIC number. Participants who do not meet these requirements will be disqualified and will not be eligible to be in the running for the Campaign Prizes.
- 5.7 At the end of the Campaign Period, two hundred thirty-six (236) winners will be selected by PDB via a computerized selection system, witnessed by the appointed authorized auditor. PDB's decision on all matters relating to this Campaign (including the selection of winners) shall be final and binding. No enquiries on winners' selection will be entertained.
- 5.8 The winners will be contacted by PDB and verification will be conducted to qualify them to win their prizes.
- 5.9 Each Participant will only be entitled to win one (1) prize throughout the Campaign Period.

## **6.0 Miscellaneous:**

- 6.1 The winners will be announced via PDB's website at [www.mymesra.com.my](http://www.mymesra.com.my).
- 6.2 All the prizes will be courier directly to the respective winners' registered mailing address within three (3) months upon notification of winners on PDB's website or through any other means as notified by PDB. The winners will be required to fill in a declaration agreement sent to the winner registered email address. In the event of delay with regard to the fulfillment of prize(s), PDB will communicate this to the winners.
- 6.3 Mesra points will be credited directly to the respective winners' Mesra accounts within three (3) months upon notification of winners on PDB's website or through any other means as notified by PDB. In the event of delay with regard to the fulfillment of prize(s), PDB will communicate this to the winners.
- 6.4 PDB may choose to contact the potential winner(s) via phone (through the telephone number of the winner(s) as per registered in the Mesra Card's

application form or SMS or any other form of communication as PDB deems suitable.

- 6.5 In the event that PDB opts to contact the potential winner(s) by phone and is unable to get through to the the potential winner(s) due to any reason whatsoever such as the call being out of coverage, unanswered or out of service, PDB will then make another two (2) attempts to contact the potential winner(s) within four (4) hours. Where such attempts are unsuccessful, PDB hereby reserves the right to select the next potential winner where the same process of selecting the winner will be repeated until a winner is identified.
- 6.6 All winners shall be bound by further terms and conditions as determined by PDB at its sole discretion.
- 6.7 All prizes must be claimed by the winners within four (4) months from the date of publication of the winners' names mentioned in **Item 6.1** above. Non-cash prizes are not exchangeable for cash or any other items or packages. Winners are not allowed to claim for the prizes after the period of time stated in this clause.
- 6.8 PDB reserves the right at any time at its absolute discretion, without prior notice, to substitute any of the prizes with other items of similar or higher value.
- 6.9 PDB reserves the right to choose the specifications of the prizes and PDB's decision on this matter is final.
- 6.10 All costs, fees and/or expenses incurred or to be incurred by the winners in relation to the Campaign and/ or claim of the prizes, which shall include but not be limited to the cost of transportations, accommodation, meals, personal costs and/or other costs, are the sole responsibility of the winners.
- 6.11 By entering or 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 PDB regarding the Campaign and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.
- 6.12 Non-compliance by the Participants and/or winners with any of the terms and conditions herein contained shall entitle PDB to disqualify any entry and/or revoke any prizes awarded.
- 6.13 PDB 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 PDB for any and all losses or damages suffered or incurred

by the Participants as a result of the said cancellation, extension, suspension or termination. PDB 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 changes and/or amendments shall constitute the Participant(s) unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the Terms and conditions

- 6.14 PDB reserves the right to use the names, addresses, photographs, information and documents of the Participants and/or winners as materials in advertisements and other form of publicity for the current and future marketing purposes from time to time without prior notice to the Participants and/or winners and the Participants and winners shall not claim ownership of the material. Participation of the Participants in the Campaign constitutes their consent to such use, without further notice, payment, or consideration.
- 6.15 PDB 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.
- 6.16 These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Campaign.
- 6.17 PDB is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to this Campaign.
- 6.18 For any enquiries, please call MESRALINK at 1 300 22 8888.

## **7.0 Personal Data**

- 7.1 By participating in the Campaign, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by PDB 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 [www.mymesra.com.my/pdpa](http://www.mymesra.com.my/pdpa)

Appendix 1 - PETRONAS Group of companies list

-refer attachment file-