

**FAQ RAMADAN RAYA 2021**

Num.	Question	Answer																					
Q1	What is the Ramadan Raya 2021 Campaign??	<p>PETRONAS Dagangan Berhad (PDB) has curated a bundle of offerings to spread joy and appreciation during this Ramadan Raya:</p> <table border="1" data-bbox="643 436 1474 1745"> <thead> <tr> <th data-bbox="643 436 846 506">Campaign</th> <th data-bbox="846 436 1289 506">Highlights</th> <th data-bbox="1289 436 1474 506">Availability</th> </tr> </thead> <tbody> <tr> <td data-bbox="643 506 846 636">E-Duit Raya</td> <td data-bbox="846 506 1289 636">Top up RM100 and get RM2 e-duit Raya in Setel credits</td> <td data-bbox="1289 506 1474 636">29<sup>th</sup> April – 12<sup>th</sup> May 2021</td> </tr> <tr> <td data-bbox="643 636 846 800">Sprinta Raya Nationwide Consumer Promo</td> <td data-bbox="846 636 1289 800">Free premium items with a purchase of PETRONAS Sprinta</td> <td data-bbox="1289 636 1474 800">1-31 May 2021</td> </tr> <tr> <td data-bbox="643 800 846 984">Autoexpert</td> <td data-bbox="846 800 1289 984">Discount of up to 40% for a selection of PETRONAS Syntium and Car Service packages at PETRONAS AutoExpert</td> <td data-bbox="1289 800 1474 984">13<sup>th</sup> April – 13<sup>th</sup> June 2021</td> </tr> <tr> <td data-bbox="643 984 846 1108">Maybank Raya</td> <td data-bbox="846 984 1289 1108">Top Spenders wins RM500 Shopee voucher. 50 winners per month</td> <td data-bbox="1289 984 1474 1108">15<sup>th</sup> April – 15<sup>th</sup> June 2021</td> </tr> <tr> <td data-bbox="643 1108 846 1530">Kedai Mesra Promotions</td> <td data-bbox="846 1108 1289 1530">On-going Kedai Mesra promotions that features promos from Calpis, Yobick, Mr Best Nuts and SL Kangaroo which is perfect for a quick snack or iftar.  Limited Edition Ramadan-Raya selection of kuih under the Makan@Mesra label</td> <td data-bbox="1289 1108 1474 1530">1<sup>st</sup> May – 30<sup>th</sup> June 2021  13<sup>th</sup> April – 15<sup>th</sup> May 2021 (Available at selected stations)</td> </tr> <tr> <td data-bbox="643 1530 846 1745">Gas PETRONAS</td> <td data-bbox="846 1530 1289 1745">The Local's Table with Sherson Lian Ramadan Edition. Sherson, with the help of celebrity guests will share with us some recipes for Ramadan with a sustainability message on food wastage.</td> <td data-bbox="1289 1530 1474 1745">N/A</td> </tr> </tbody> </table>	Campaign	Highlights	Availability	E-Duit Raya	Top up RM100 and get RM2 e-duit Raya in Setel credits	29 <sup>th</sup> April – 12 <sup>th</sup> May 2021	Sprinta Raya Nationwide Consumer Promo	Free premium items with a purchase of PETRONAS Sprinta	1-31 May 2021	Autoexpert	Discount of up to 40% for a selection of PETRONAS Syntium and Car Service packages at PETRONAS AutoExpert	13 <sup>th</sup> April – 13 <sup>th</sup> June 2021	Maybank Raya	Top Spenders wins RM500 Shopee voucher. 50 winners per month	15 <sup>th</sup> April – 15 <sup>th</sup> June 2021	Kedai Mesra Promotions	On-going Kedai Mesra promotions that features promos from Calpis, Yobick, Mr Best Nuts and SL Kangaroo which is perfect for a quick snack or iftar.  Limited Edition Ramadan-Raya selection of kuih under the Makan@Mesra label	1 <sup>st</sup> May – 30 <sup>th</sup> June 2021  13 <sup>th</sup> April – 15 <sup>th</sup> May 2021 (Available at selected stations)	Gas PETRONAS	The Local's Table with Sherson Lian Ramadan Edition. Sherson, with the help of celebrity guests will share with us some recipes for Ramadan with a sustainability message on food wastage.	N/A
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			Setel Gempak fuel	Collaboration with bank partners to drive adoption and usage with attractive fuel prizes (Grand Prize of RM2,000 Setel credit). Every RM50 spent on fuel purchase with credit card will earn a contest entry.	21 <sup>st</sup> April – 21 <sup>st</sup> June 2021
			Setel Refer a Friend	Refer your friends and family to earn rewards when they spend RM30 of transactions (top up Setel wallet; and/or fuel purchase; and/or Kedai Mesra purchase; and/or purchase with Deliver2Me).	19 <sup>th</sup> April – 21 <sup>st</sup> May 2021
			Mesra 10X Mesra Points	Enjoy 10X Mesra points* for every RM1 spent on fuel, Kedai Mesra purchases, Setel top-up and Deliver2Me, when you pay using Setel at PETRONAS stations from now until 30 June 2021.	1 <sup>st</sup> April – 30 <sup>th</sup> June 2021
			Primax 97 with Pro-Race Fuel Contest	Pump a minimum of RM40 worth of PETRONAS Primax 97 with Pro-Race 3x a month for a chance to win prizes.	1 Mar – 31 May 2021
			Coffee Break	Coffee Break packs giveaway for front-liners and to customers at selected stations	
<b>Q2</b>	Where can I get information on all the Ramadan Raya campaigns?	Visit <a href="http://www.mymesra.com.my">www.mymesra.com.my</a> to find out more information about our Ramadan Raya campaigns.			
<b>Ramadan Raya E-Duit Raya</b>					
<b>Q3</b>	Who can participate in this campaign?	This campaign is open to all customers who visit PETRONAS stations.			
<b>Q4</b>	When is the campaign period?	<b>29<sup>th</sup> April – 12<sup>th</sup> May 2021</b>			

Q5	Are all PETRONAS stations participating in this campaign?	Yes
Q6	How many e-vouchers will be availed throughout the campaign?	Only 45,152 e-duit Raya of RM2 will be availed for redemption on a first come first serve basis.
Q7	How does the campaign work?	<ul style="list-style-type: none"> <li>a. Customer will need to top-up a minimum of RM100 worth of credit on Setel App.</li> <li>b. Customer will automatically be credited with RM2 after Top-Up and receive an Inbox message confirmation on the e-duit raya.</li> <li>c. Customer will be able to use the RM2 credit for future purchases on fuel or Kedai Mesra items.</li> <li>d. Redemption of the RM2 e-voucher is valid for up to 7 days since being credited into customer's Setel wallet.</li> <li>e. (1) One customer is eligible for only (1) one e-duit raya for the entire Campaign period</li> <li>f. The offer is only valid during the Campaign Period.</li> <li>g. The offer is on a first come first serve basis, valid while stocks last.</li> </ul>
Q8	How can customer get the information about this campaign?	Customers can get the information about the campaign through digital efforts such as PETRONAS Brands social media and MyMesra website which will be used to communicate with customers during the Campaign Period.
Q9	Is Kad Mesra mandatory for the campaign?	No, customers are not required to have a Mesra card but customers must perform transaction on Setel in order to receive the RM2 e-duit raya
Q10	Which type of purchases can be made with the e-duit Raya?	Redemption of the RM2 Setel credits are limited to purchase through the Setel app on fuel (PETRONAS Primax 95 with Pro-Drive, PETRONAS Primax 97 with Pro-Race or PETRONAS Dynamic Diesel) or items in Kedai Mesra except cigarettes, prepaid top-up, Touch & Go and e-pay transaction.
Q11	Is there any minimum spend required for the campaign?	Customers are required to top up RM100 in a single transaction, to be eligible to receive the RM2 e-duit Raya
Q12	How many e-duit Raya would customer be entitled to for the RM100 top up.	For every minimum top-up of RM100 in a single top-up transaction, customers will receive only one (1) RM2 e-voucher of Setel credit.
Q13	If customer top up RM200 in a single receipt, will they get two (2) RM2 e-duit Raya?	No. If customer top up RM200 in a single Transaction, they will still be entitled to only one (1) e-voucher only.

Q14	How long is the redemption period for the RM2 e-duit raya?	Redemption of the RM2 e-voucher is valid for up to 7 days since being credited into customer's Setel wallet.
Q15	It is valid to change e-duit Raya of physical cash?	No. The e-duit Raya is strictly not exchangeable for physical cash and all purchases are to be made through the Setel app only.
Q16	Is the offer valid for PETRONAS Staff?	Yes. PETRONAS Staff is entitled to the offer.