



PETRONAS SMARTPAY PRODUCT DISCLOSURE SHEET

Please read this document together with SmartPay Terms & Conditions before you decide to sign up with us.

1. What is this product about?

PETRONAS SmartPay is a fleet card protected with chip features and PIN number that allows you to purchase petrol at any Petronas stations nationwide. There are 3 different card types available:

- i. Standalone: An individual card that can be used by a driver for designated vehicle only
- ii. Fleet Manager: An individual card that can be used by any driver for any vehicle
- iii. Dual Card: A combination of two cards i.e. Driver Card and Vehicle Card. Both cards must be swiped together to authorize a transaction

This product is open to all corporate and government institutions. Please refer to the link below for supporting documents required for Smartpay application.

https://www.mymesra.com.my/clients/asset_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/Business/Smartpay/PDB_Required_SmartPay_Application_Supporting_Documents.pdf

2. What are the key features for this product?

- i. Account Type – Postpaid or Prepaid
- ii. Credit Limit – To be granted based on financial and credit assessment of applicant
- iii. Security – Chip card features with secured pin number
- iv. Comprehensive – Monthly expenses tracking via online statement of account
- v. Convenient – Immediate access to available balance, daily transactions and card management via SmartPay Online website (SPO)

3. What are the fees and charges I have to pay?

Card Replacement Fee:

RM 10.00 will be imposed on your next billing for card replacement due to:

- i. Loss of card
- ii. Damaged of card due to user negligence
- iii. Change of vehicle or driver

No fees will be imposed for card renewal or defective card

4. What are my obligations?

- i. The card security pin number shall not be disclosed to anyone
- ii. Writing the card security pin number on the card is strictly prohibited

- iii. Repayment of Postpaid account must be made within 30days
- iv. Any change of customer details must be notified to Customer Service
- v. In the event of lost card, an immediate report must be lodged to PETRONAS via Customer Service
- vi. This document must be read together with SmartPay Terms & Conditions prior to applying as SmartPay customer

5. What if I fail to fulfill my obligations?

- i. Disclosure security pin number may result in unauthorized transactions
- ii. Postpaid Account will be blocked if there are no payment made to PETRONAS within 30 days
- iii. Failure to update customer's information may result in customers not receiving important announcements and notifications on Smartpay products and services.

6. What do I need to do if there are changes to my contact details?

You are required to fill up maintenance form and submit to Mesralink at 1-300-88-8383. Please refer to link below to download the maintenance form.

https://www.mymesra.com.my/clients/asset_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/Business/Smartpay/PDB_SMARTPAY_MAINTENANCE_FORM.pdf

7. Where can I get further information?

You may visit our website at www.mymesra.com.my/for-business/smartpay

OR

Call "Mesralink" at:

Tel: 1-300-88-8181

Fax: 1-300-88-8383

E-mail: mesralinkcard@petronas.com.my

8. Other products available

Not applicable.