

PETRONAS DAGANGAN BERHAD

FROM TRACK TO YOU 2026: RETURNS | KEDAI MESRA CAMPAIGN

TERMS AND CONDITIONS

A. Organiser

1. PETRONAS Dagangan Berhad ("PDB") (hereinafter referred to as the "**Organiser**"), will be organising the Kedai Mesra Campaign in conjunction with From Track To You 2026: Returns (hereinafter referred to as the "**Campaign**").
2. 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.

B. Eligibility

1. The Campaign is open to individuals who meet all the following eligibility criteria:
 - (a) The individual must be a Malaysian citizen with a valid National Registration Identity Card (NRIC).
 - (b) The individual must be at least eighteen (18) years old and above.
 - (c) The individual must be a registered and active member of the PETRONAS Mesra Rewards Loyalty Programme.
2. Individuals who fulfill all the above-mentioned requirements shall hereinafter be referred to as "Participant(s)".
3. Individuals who are **NOT ELIGIBLE** to participate in the Campaign:
 - (a) Permanent or contract employees of the PETRONAS Group of Companies, including and not limiting to the Organiser and their immediate family members (including fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and adoptive relationships);
 - (b) PETRONAS station dealers, PETRONAS crews and their immediate family members (including and not limiting to their fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren, and adoptive relationships); and
 - (c) Employees of third-party service providers of the Organiser, their permanent and/or contract employees, and their immediate family members (including and not limiting to their fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren and adoptive relationships).
 - (d) Participants who have successfully redeemed, received or won a pass under the "From Track To You 2026: Returns Mesra Rewards Pass Redemption Drive, From Track To You 2026: Returns PETRONAS Shop Campaign, Setel

Campaign and AutoExpert Campaign” shall not be eligible to win under this Campaign.

- (e) In the event a Participant is found to be ineligible at any point of time during or after the Campaign Period (as defined in Clause C hereinbelow), the Organiser reserves the right, at its sole discretion, to disqualify the said Participant and to cancel, withdraw and/or to recall any prize awarded to the said Participant. In the event where the said Participant has benefitted from the prize, the said Participant agrees and undertakes to reimburse the Organiser for the costs relating to the prize; otherwise, the Organiser reserves its right to initiate any legal action it deems necessary against the said Participant.

C. Campaign Period

Unless otherwise notified by the Organiser, the Campaign will be conducted from 4 September 2026 at 12.00am to 18 September 2026 at 11.59pm (hereinafter referred to as the “Campaign Period”), both dates inclusive. The Organiser reserves the right to make changes to the Campaign Period which will be communicated by PDB through its official website and/or social media channels.

D. Campaign Mechanics

Eligible individuals may participate in the Campaign by completing the campaign mechanics set out below during the Campaign Period.

1. From Track To You 2026: Returns | Kedai Mesra Campaign

Campaign	Mechanics
From Track To You 2026: Returns Kedai Mesra Campaign	i) Be a registered and active member of the PETRONAS Mesra Rewards Loyalty Programme. ii) Fulfil either one (1) of the following requirements during the Campaign Period: a. Complete a minimum of five (5) Qualifying Purchases, with a minimum spend of RM15 in a single receipt; OR b. Complete a minimum of one (1) Qualifying Purchase with a minimum spend of RM75 in a single receipt at any PETRONAS Kedai Mesra outlet. Transactions must be made via the Setel App or by keying in the Participant's registered mobile phone number at the cashier counter. iii) Visit MyMesra website and submit the following information and supporting documents via the MyMesra Website ONLY during the Campaign Period for verification purposes:

	a) Photographs or screenshots of: • Five (5) receipts of the Qualifying Purchases with a minimum spend of RM15 per receipt; OR • One (1) receipt of the Qualifying Purchase with a minimum spend of RM75 per receipt In the event of any discrepancy between the receipt submitted by a Participant and the transaction records maintained by the Organiser and/or its authorised service providers, the Organiser's records shall be final and conclusive. b) Full Name as stated in the individual's NRIC c) NRIC Number d) Mobile Phone Number e) Email Address f) Answers to the following questions in either Bahasa Malaysia or English: • "Why do you enjoy shopping at Kedai Mesra?" / "Apakah yang membuatkan anda gemar membeli-belah di Kedai Mesra?" • "Why do you want to meet the drivers?" / "Mengapakah anda ingin bertemu dengan para pemandu?" Purchases made at any PETRONAS Mesra Store (Kedai Mesra) nationwide are eligible. However, purchases of cigarettes, prepaid top-ups, Café Mesra products and transactions made via Touch 'n Go and ePay are excluded.
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(a) Winners of this Campaign will be selected based on the Organiser's judging criteria for the best answers submitted, as follows:

- (i) Fulfilment of all Campaign requirements
- (ii) Creativity and originality of the submitted answers
- (iii) Relevance to the questions asked
- (iv) Appropriate content (non-political, non-violent, non-sexual, non-racial etc.)
- (v) Such other criteria as may be decided by the Organiser in its absolute discretion

The evaluation and selection of winning entries shall be final, binding and conclusive. No correspondence, appeal or challenge will be entertained.

(b) Example scenarios:

i. From Track To You 2026: Returns | Kedai Mesra Campaign

Fulfilled Campaign Purchase Requirement?	Mesra Rewards Member?	Submitted Required Information on the MyMesra website?	Won other From Track To You 2026 subsequent campaigns?	Eligible to win?
Yes	Yes	Yes	No	Yes
Yes	No	Yes	No	No
No	Yes	Yes	No	No
Yes	Yes	Yes	Yes	No

ii. Participants must fulfil all Campaign requirements, including either:

- Completing five (5) qualifying purchases with a minimum spend of RM15 per receipt; or
- Completing one (1) qualifying purchase with a minimum spend of RM75 in a single receipt during the Campaign Period.

iii. The list of winners will be announced at the end of Campaign Period.

iv. Winners will be contacted by the Organiser as stated in Other Terms G.2. below for verification purposes.

v. Each Participant shall be entitled to win only one (1) prize throughout this Campaign period, including across all other “From Track to You: Returns” campaigns, such as the Mesra Rewards Pass Redemption Drive.

E. Campaign Prizes

(a) The prizes are as follows:

Prize Category	Submission Period	Prize (Per Winner)	Winner Announcement
From Track To You 2026: Returns Kedai Mesra Campaign	4 September 2026 at 12.00am to 18 September 2026 at 11.59pm	One (1) pass for the Meet the Drivers session	End of September 2026

- (b) The prize is exclusive to the respective winner and cannot be transferred, exchanged or substituted with any alternative item, reward or prize.

F. Prize Fulfillment

1. Campaign winners will receive one (1) pass for the Meet the Drivers session for the From Track To You 2026: Returns event.
2. Winners must be willing and able to travel to the designated venue within Klang Valley to attend the Meet the Drivers session forming part of the From Track To You 2026: Returns Campaign. The event is scheduled to take place on 30 September 2026. The exact time and venue of the event will be communicated by the Organiser to the winners at a later date.

G. Other Terms

1. Each Participant is entitled to win **ONLY** one (1) prize throughout the Campaign Period.
2. Winners will be contacted by the Organiser via the Mesra Rewards official WhatsApp channel using the contact details submitted through the MyMesra Website for verification purposes. If the initial winner fails the verification process and/or is unresponsive within **twenty-four (24) hours** from the time of notification, the Organiser reserves the right to select an alternate winner. The Organiser may require winners to provide proof of identity, proof of eligibility and such supporting documents as may be requested. Failure to provide the same within the stipulated timeframe may result in disqualification.
3. Prizes are non-transferable and non-exchangeable. The Organiser reserves the right to substitute prizes with items of equal or greater value at their sole discretion without prior notice or the need to obtain consent from the winner.
4. Winners will be announced via PETRONAS Brands Instagram account (@petronasbrands) and/or MyMesra website. Winners will also be contacted by the Organiser via the Mesra Rewards official WhatsApp channel for verification and prize fulfilment purposes.
5. All winners shall be subject to further terms as determined by the Organiser. Costs incurred by winners (including but not limited to transportation, accommodation, meals and other personal expenses) in relation to the attendance of the Meet the Drivers session shall be borne solely by the winners. Attendance at the Meet the Drivers event shall be subject to all event rules, venue requirements, safety protocols, accreditation requirements and applicable laws. The Organiser reserves the right to refuse entry to or remove any participant whose conduct is deemed unsafe, disruptive or inappropriate.
6. By participating, all Participants agree to abide by these Terms and Conditions and acknowledge that the Organiser's decisions regarding the Campaign are final.

7. 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 any and all losses or damages suffered or incurred by the Participants as a result of the said cancellation, extension, suspension, or termination. 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 changes and/or amendments shall constitute the Participants unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the terms and conditions. Additionally, the Organiser does not guarantee the appearance, participation or availability of any particular driver, personality, guest or talent. The Organiser reserves the right to substitute, modify or cancel any appearance, activity or programme element without compensation.
8. By entering the Campaign, Participants grant the Organiser the right to use their names, photos, and other submitted materials for promotional purposes without further notice or compensation. Additionally, by submitting any entry, response, photograph or material, Participants grant the Organiser a worldwide, royalty-free, perpetual and irrevocable licence to use, reproduce, publish, display, adapt and distribute such materials for promotional, publicity and marketing purposes.
9. The Organiser shall not be held liable for any loss, damage, or injury arising from participation in the Campaign or the use of prizes.
10. The Organiser reserves the right to reject duplicate, fraudulent, incomplete, illegible, manipulated or suspicious submissions at its sole discretion.
11. The Organiser shall not be responsible for any failure to perform its obligations under the Campaign where such failure results from events beyond its reasonable control, including acts of God, pandemic, epidemic, fire, flood, war, civil disturbance, regulatory action, venue restrictions or other force majeure events.
12. For any further enquiries, kindly contact Mesralink via hotline at 1-300-88-8181 or e-mail at mesralink@petronas.com.

H. Liability

To the fullest extent permitted by law, the Organiser shall not be liable for any loss, damage, injury, cost or expense arising from participation in the Campaign or attendance at any Campaign-related event, including where any event, appearance, venue, programme or benefit is cancelled, postponed, modified, rescheduled or otherwise affected for operational, safety, security, regulatory or other reasons beyond the Organiser's reasonable control. The Organiser shall not be liable for any indirect, incidental, consequential or special loss suffered by any Participant. Participants shall be solely responsible for all costs and expenses incurred in connection with their participation in the Campaign and attendance at any Campaign-related event, unless otherwise expressly stated by the Organiser.

Participants acknowledge that attendance and participation in any Campaign-related event is voluntary and subject to all applicable venue, safety and security requirements, and agree to comply with all instructions issued by the Organiser, venue operator and/or relevant authorities.

I. Personal Data

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:

- (i) For PDB: <https://www.mymesra.com.my/about-us/policies-notice/petronas-dagangan-berhad-privacy-statement>
- (ii) For Setel: [Setel Privacy Statement](#)

Participants are responsible for ensuring that the information and documents submitted are accurate and do not contain personal data belonging to third parties without the necessary consent.

J. Definitions

In these Terms and Conditions:

- a) "MyMesra Website" shall mean the official PETRONAS Mesra Rewards website designated by the Organiser for Campaign submissions.
- b) "Meet the Drivers Pass" shall mean the admission pass granted by the Organiser to attend the Meet the Drivers session at From Track To You 2026: Returns.
- c) "Mesra Rewards Official WhatsApp Channel" shall mean the official WhatsApp communication channel designated by the Organiser for winner verification, notification and prize fulfilment purposes.
- d) "Qualifying Purchase(s)" shall mean a purchase made at any participating PETRONAS Kedai Mesra outlet during the Campaign Period, which is successfully recorded under the Participant's Mesra Rewards account, excluding purchases of cigarettes, prepaid reloads/top-ups, Café Mesra products, Touch 'n Go transactions, ePay transactions and such other excluded items as may be determined by the Organiser.