

PETRONAS DAGANGAN BERHAD

FROM TRACK TO YOU 2026: RETURNS | MESRA REWARDS: PASS REDEMPTION TO MEET THE DRIVERS

TERMS AND CONDITIONS

A. Organiser

1. PETRONAS Dagangan Berhad ("PDB") (hereinafter referred to as the "Organiser"), will be organising the Mesra Rewards: Pass Redemption to Meet the Drivers in conjunction with the 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 all individuals who are Mesra Rewards members, i.e. registered members of PETRONAS' Loyalty Program, and meet all the following eligibility criteria:
 - (a) The individual must be a Malaysian citizen with a valid National Registration Identity Card (NRIC); and
 - (b) The individual must be at least eighteen (18) years old and above.
2. Individuals who fulfill all the above-mentioned requirements shall hereinafter be referred to as "Participant(s)".

C. Campaign Period

Unless otherwise notified by the Organiser, the Campaign will be conducted from 4 September 2026 until 18 September 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 on <https://www.mymesra.com.my/promotions/fromtracktoyou>.

D. Campaign Mechanics

- a. **Mesra Rewards: Pass Redemption to Meet the Drivers @ Klang Valley on 30 September 2026**
 - (a) The pass redemption will commence on 18 September 2026, unless otherwise announced or notified by the Organiser.
 - (i) The Organiser reserves the right to amend the redemption commencement date and/or time at its sole discretion without prior notice.

- (b) The Participant must redeem 2,000 Mesra Rewards points for one (1) Pass via Mesra Rewards Redemption Portal either on web (<https://setel.com/mesrarewards>) or 'Rewards' tab on the Setel app.
 - (i) Each Participant can only redeem one (1) Pass.
 - (ii) Redemption is available on a first-come, first-served basis. The number of passes made available for redemption is limited and shall be determined by the Organiser at its sole discretion, subject to venue capacity, operational, safety and security requirements, and/or any approvals, conditions or requirements imposed by the relevant stakeholders. The Organiser reserves the right to vary the number of passes available for redemption at any time without prior notice.
 - (iii) The Participant's Mesra Rewards points will be deducted immediately upon successful redemption. In the event the relevant pass experience is cancelled by the Organiser, the Organiser reserves the right to determine, at its sole discretion, the appropriate treatment of the redeemed points, including whether such points will be refunded, reinstated or otherwise dealt with.
 - (iv) Redeemed points are strictly non-refundable.
 - (v) The Pass is non-transferable, non-exchangeable and not redeemable for cash.
- (c) Successful Pass redeemers will be contacted by official Mesra Rewards WhatsApp channel closer to the event date for the respective joining instructions and event-related matters.
- (d) If the Pass holder is unable to attend the event, the Pass cannot be reassigned nor used by another representative unless prior written approval has been obtained from PDB.
 - (i) PDB reserves the right at its sole discretion to approve or reject any request for a change of attendee.
- (e) The date, time, venue and other event details will be communicated to successful Pass redeemers via the official Mesra Rewards communication channel closer to the event date. The Organiser reserves the right to determine, change or vary the venue, timing, programme, access arrangements and/or event requirements at its sole discretion, subject to operational, safety, security and/or stakeholder requirements.

E. Miscellaneous

1. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia and the parties shall submit to the exclusive jurisdiction of the courts of Malaysia.

2. The Organiser reserves the right to disqualify entries that are ineligible or due to any reasons whatsoever as the Organiser may, in its absolute discretion, deem fit.
3. The Organiser, its employees, its holding, subsidiary or affiliate companies, employees of the PETRONAS group of companies, and PETRONAS station dealers and participating partners shall not be liable to the Participants or any other party for any loss or damage of whatsoever nature suffered by the Participants as a result of participation or non-participation in the Campaign or as a result of any act or omission on the part of PDB in connection with this Campaign.
4. By redeeming or accepting any pass under the Campaign, the Participants shall be deemed to have unconditionally accepted all the Terms and Conditions of this Campaign.
 - (a) The Participants further:
 - (i) agree to co-operate and comply with all of the Organiser's reasonable requests in connection with the Campaign;
 - (ii) agree to the disclosure to, storage of, processing of and use of his personal details by The Organiser and its relevant service providers for the purpose of organising, promoting and conducting the Campaign;
 - (iii) agree for the use of their name and photograph to be used for the purpose of organising, promoting and conducting the Campaign; and
 - (iv) consent to receiving promotional, marketing and other publicity information from the Organiser from time to time.
 - (b) The Terms and Conditions herein contained shall prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Campaign.
 - (c) The Organiser reserves the absolute right at any time without assigning any reasons to alter, modify, change or vary this Campaign's Terms and Conditions contained herein, wholly or in part at its absolute discretion. The Participants may view the updated Campaign Terms and Conditions at <http://mymesra.com.my>
 - (d) 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. For 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.
 - (e) The Organiser reserves the right to use the Participants' names, addresses, photographs, information, and submitted documents for advertising and publicity purposes, including current and future marketing campaigns or

advertisements, from time to time without prior notice to the Participants. The Participants acknowledge and consent to such use as a condition of participation in the Campaign and shall have no claim to ownership of such materials.

- (f) Any failure by The Organiser in enforcing any of the Terms and Conditions in any instance does not constitute a waiver of such terms and conditions.
- (g) All decisions made by The Organiser regarding the Campaign and all matters relating to or in connection thereto shall be final, conclusive and binding. No further queries, appeals or correspondence shall be entertained.
- (h) For any further enquiries, kindly contact Mesralink via hotline at 1-300-88-8181 or e-mail at mesralink@petronas.com.

F. 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, pass allocation 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.

G. Personal Data

By participating in the Campaign, Participants acknowledge and consent to the collection, processing, use, disclosure and retention by the Organiser, its affiliates, the PETRONAS Group of Companies, participating partners and relevant service providers of their personal data for purposes relating to the organisation, administration, promotion and conduct of the Campaign, in accordance with the Organiser's Personal Data Notice issued pursuant to Section 7 of the Personal Data Protection Act 2010, which can be viewed at www.mymesra.com.my/pdpa and <https://www.setel.com/privacy>.