

PETRONAS DAGANGAN BERHAD
“*Isi Kemeriahahan, Ini Baru Mesra*” 2026 Campaign
TERMS AND CONDITIONS

1. Organiser:

- (a) PETRONAS Dagangan Berhad (“PDB”) (hereinafter referred to as the “Organiser”), in collaboration with Mesra Retail & Cafe Sdn Bhd (“**MRCSB**”), Setel Ventures Sdn Bhd (“**Setel**”), and PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMM**”), will be organizing the “*Isi Kemeriahahan, Ini Baru Mesra*” 2026 Campaign (hereinafter referred to as the “Campaign”).
- (b) The following terms and conditions shall apply in respect of the Campaign. By participating in the Campaign, all participants agree to be bound by the terms and conditions herein, including any amendments, changes or modification made by the Organiser from time to time without limitation or qualification (hereinafter referred to as the “**Terms and Conditions**”).

2. Eligibility:

- (a) The Campaign is open to all Malaysian citizens, provided they meet the following eligibility requirements:
 - i. Participants must hold Malaysian citizenship; and
 - ii. Participants must be aged eighteen (18) years and above.
 - iii. Participants must be a member of PETRONAS Mesra Rewards Loyalty Programme (hereinafter referred to as “PETRONAS Mesra Rewards Members”).
- (b) Unless otherwise decided by the Organiser, the following individuals are NOT ELIGIBLE to participate in the Campaign:
 - i. Permanent or contract employees of the PETRONAS Group of Companies, including the Organiser and their immediate family members (including but not limited to parents, stepparents, siblings, spouses, children, stepchildren and adoptive relationships);
 - ii. PETRONAS station dealers, PETRONAS crew members and their immediate family members (including but not limited to parents, stepparents, siblings, spouses, children, stepchildren, and adoptive relationships); and
 - iii. Third-party service providers engaged by PETRONAS Group of Companies and/or the Organiser including their permanent and/or contract employees and their immediate family members (including but not limited to parents, stepparents, siblings, spouses, children, stepchildren, and adoptive relationships).
 - iv. PETRONAS Mesra Rewards Members who perform transactions using a physical PETRONAS Mesra Card under the campaign mechanics.
 - v. PETRONAS Mesra Rewards Members who perform transactions using a physical PETRONAS Smartpay Card under the campaign mechanics.
- (c) In the event a Participant is found to be ineligible or is suspected by the Organiser to be involved in any fraudulent activity related to the Campaign at any time during or after the Campaign Period, the Organiser reserves the right, at its sole discretion, to disqualify the Participant and cancel, revoke, withdraw, or reclaim any prize awarded. Should the Participant have already received or benefited from the prize, the Participant agrees and undertakes to reimburse the Organiser for the full cost of the prize. The Organiser also reserves the right to pursue legal action as deemed necessary.

3. Campaign Period:

- (a) Unless otherwise notified by the Organiser, the Campaign shall be conducted from **1 February 2026 until 30 April 2026** (hereinafter referred to as the “**Campaign Period**”), inclusive of both dates.
- (b) Any amendments, changes or modification to the Campaign Period shall be communicated by the Organiser via its 'PETRONAS Brands' official social media platforms and/or the official website at www.mymesra.com.my.

4. Campaign Prizes:

- a) The Campaign offers two (2) types of prizes depending on the vehicle category:
 - i. Prizes for 4-Wheelers:
 - Grand Prize: RM6,000 Fuel Gift Card and RM1,000 Setel Voucher
 - Consolation Prize: Fuel+ hampers worth RM500 and RM100 Setel Voucher
 - ii. Prizes for 2-Wheelers:
 - Grand Prize: RM1,200 Fuel Gift Card and RM200 Setel Voucher
 - Consolation Prize: Fuel+ hampers worth RM100 and RM20 Setel Voucher
- b) For the avoidance of doubt, the Grand Prize Winners and Consolation Prize shall hereinafter be collectively referred to as the “Winners” in these Terms and Conditions.

5. Campaign Mechanics:

- (a) The campaign mechanics shall be divided into two (2) vehicle categories as follows:
 - i. 4-Wheelers Category: refers to any motorized vehicle with four wheels that is powered by a petrol or diesel engine. This includes, but is not limited to, cars, pickup trucks, vans and sport utility vehicles (SUVs) registered for road use. For the avoidance of doubt, this excludes electric vehicles, hybrid vehicles and any other four-wheelers not powered solely by petrol or diesel engines.
 - ii. 2-Wheelers Category: refers to any motorized vehicle with two wheels that is powered by a petrol engine. This includes, but is not limited to, motorcycles, scooters and moped registered for road use. For the avoidance of doubt, this excludes electric two-wheelers.
- (b) The terms and conditions for the 4-Wheelers category are as follows:

1. Subject to the eligibility criteria set forth in Clause 2 of these Terms and Conditions, participant who spends a minimum amount of RM200 a month at any PETRONAS station on fuel and non-fuel products using the Setel App and/or by entering his mobile number at the pump or at the cashier counter (hereinafter referred to as the “Cardless Method”) may stand a chance to win the Grand Prize of RM6,000 Fuel Gift Card and RM1,000 Setel Voucher or the Consolation Prize of Fuel+ hampers worth RM500 and RM100 Setel Voucher.

2. The minimum monthly spend of RM200 must consist of:

a. fuel **and** non-fuel products:

- i. Fuel
 - PETRONAS Primax 97 with Pro-Race; or

- PETRONAS Primax 95 with Pro-Drive; or
- PETRONAS Dynamic Diesel Euro 5 with Pro Drive

ii. Non-fuel

- Purchases made at any PETRONAS Mesra Stores (Kedai Mesra), including purchases of PETRONAS lubricants products. However, purchases of cigarettes, prepaid top-ups, Café Mesra products and transactions via Touch N' Go and e-Pay are expressly excluded.
- Purchases made on the Setel app, including Café Mesra Products, Motor & Takaful Insurance, Road Tax Renewal, EV Charging, Auto Assistance, Parking and PETRONAS AutoExpert Services.
- Retail & Online Payments made on the Setel app (e.g: PETRONAS Shop, Setel QR Pay at counters, Deliver2Me, except for DuitNow transactions, cigarettes, prepaid top-ups, Touch N' Go, and ePay purchases)

and;

b. meet the below monthly spending criteria:

Prize Tier	Min. Fuel Spend (RM)	Min. Non-Fuel Spend (RM)	Min. Total Monthly Spend (RM)
Grand Prize	150	50	200
Consolation Prize	80	120	200

3. Only transactions made using an activated and fully registered PETRONAS Mesra Rewards membership and/or completed using the Setel App or by entering the registered mobile number at the pump or via the Cardless Method) shall be deemed valid and eligible to qualify. Transactions made using physical PETRONAS Mesra Cards and DuitNow transactions are excluded from eligibility and will not contribute towards the fulfilment of the qualifying spend criteria.
4. At the end of each month, the Organiser will select:
 - a) fourteen (14) Grand Prize Winners (hereinafter referred to as the "Grand Prize Winners") who shall receive Ringgit Malaysia Six Thousand (6,000) Fuel Gift Card and Ringgit Malaysia One Thousand (RM1,000) Setel Voucher; and
 - b) twenty-five (25) Consolation Prize Winners (hereinafter referred to as the "Consolation Prize Winners") who shall receive Fuel+ Hampers worth Ringgit Malaysia Five Hundred (RM500) and Ringgit Malaysia One Hundred (RM100) Setel Voucher.
5. The Winners will be selected at random via a computerized selection system, witnessed by an appointed authorized internal auditor.
6. The breakdown of the Winners for each month and total Winners for this Campaign are as follows:

Prize Tier	No. of Monthly Winners	No. of Total Winners Through-out the Campaign Period
Grand Prize	14 winners per month (1 per state)	42
Consolation Prize	25 winners per month (5 per region: Central, Northern, Southern, East Coast & Sabah Sarawak)	75

(c) The terms and conditions for the 2-Wheelers category are as follows:

1. Subject to the eligibility criteria set forth in Clause 2 of these Terms and Conditions, participant who spends a minimum amount of RM40 a month at any PETRONAS station on fuel and non-fuel products using the Setel App and/or by entering his mobile number at the pump or at the cashier counter (hereinafter referred to as the “Cardless Method”) may stand a chance to win the Grand Prize of RM1,200 Fuel Gift Card and RM200 Setel Voucher or the Consolation Prize, comprising of Fuel+ hampers worth RM100 and RM20 Setel Voucher.
2. The minimum monthly spend of RM40 must consist of
 - a. fuel **and** non-fuel products:
 - i. Fuel
 - PETRONAS Primax 97 with Pro-Race; or
 - PETRONAS Primax 95 with Pro-Drive
 - ii. Non-fuel
 - Purchases made at any PETRONAS Mesra Stores (Kedai Mesra), including purchases of PETRONAS lubricants products. However, purchases of cigarettes, prepaid top-ups, Café Mesra products and transactions via Touch N’ Go and e-Pay are expressly excluded.
 - Purchases made on the Setel app, including Café Mesra Products, Motor & Takaful Insurance, Road Tax Renewal, EV Charging, Auto Assistance, Parking and PETRONAS AutoExpert Services.
 - Retail & Online Payments made on the Setel app (e.g. PETRONAS Shop, Setel QR Pay at counters, Deliver2Me, except for DuitNow transactions, cigarettes, prepaid top-ups, Touch N’ Go, and ePay purchases)
 - b. meet the below monthly spending criteria:

and;

Prize Tier	Min. Fuel Spend (RM)	Min. Non-Fuel Spend (RM)	Min. Total Monthly Spend (RM)
Grand Prize	30	10	40
Consolation Prize	20	20	40

3. Only transactions using an activated and fully registered PETRONAS Mesra Rewards membership and/or completed using the Setel App or by entering the registered mobile number at the pump or cashier counter (Cardless method) shall be deemed valid and eligible to qualify. Transactions made using physical PETRONAS Mesra Cards and DuitNow transactions are excluded from eligibility and will not contribute towards the fulfilment of the qualifying spend criteria.

4. At the end of each month, the Organiser will select:

- fourteen (14) Grand Prize Winners (hereinafter referred to as the "Grand Prize Winners") who shall receive Ringgit Malaysia One Thousand Two Hundred (1,200) Fuel Gift Card and Ringgit Malaysia Two Hundred (RM200) Setel Voucher; and
- twenty-five (25) Consolation Prize Winners (hereinafter referred to as the "Consolation Prize Winners") who shall receive Fuel+ Hampers worth Ringgit Malaysia One Hundred (RM100) and Ringgit Malaysia Twenty (RM20) Setel Voucher.

5. The Winners will be selected at random via a computerized selection system, witnessed by an appointed authorized internal auditor.

6. The breakdown of the Winners for each month and total Winners for this Campaign will be as follows:

Prize Tier	No. of Monthly Winners	No. of Total Winners Throughout the Campaign Period
Grand Prize	14 winners per month (1 per state)	42
Consolation Prize	25 winners per month (5 per region: Central, Northern, Southern, East Coast & Sabah Sarawak)	75

6. Uncaptured Submissions or Transactions:

In the event that during the Campaign Period, a Participant's transaction is not captured for any reason whatsoever, the Organiser reserves the right to exclude such transactions from the Campaign.

At the end of the Campaign Period, a total of eighty-four (84) Grand Prize Winners and a total of one hundred fifty (150) Consolation Prize Winners will be awarded to the Winners.

7. Prize Fulfilment:

(a) Monthly Grand Prize of PETRONAS Fuel Gift Card and Setel Voucher

- i. Fulfilment of the Grand Prize shall be completed within sixty (60) working days from the date of announcement of the Grand Prize Winners.
- ii. The Grand Prize will be given via PETRONAS Fuel Gift Card and Setel Voucher.
- iii. The PETRONAS Fuel Gift Card will be shipped to the Winners' home address provided in the Winners' declaration form within sixty (60) working days from the date of the Winners' announcement on the Organiser's website at www.mymesra.com.my or through other channels as may be determined by the Organiser.
- iv. The Setel Voucher will be given via a code, to be inputted by the Winners into their Setel App. The Code will be emailed or sent via Mesra Rewards' official WhatsApp channel to the respective Grand Prize Winners' email address and phone number (as per their PETRONAS Mesra Rewards membership) within sixty (60) working days from the date of the Winners' announcement on the Organiser's website at www.mymesra.com.my or through other channels as may be determined by the Organiser.
- v. The Grand Prize Winners will be contacted via telephone by the Organiser for verification purposes. The contact number utilized will be the one registered under the Winner's PETRONAS Mesra Rewards membership. If a Winner cannot be reached, the Organiser shall make up to three (3) additional attempts to contact the Winner within a four (4) hour period. Should all attempts fail, the Organiser reserves the right to select an alternate Winner for the Grand Prize.
- vi. Following the telephone verification, the Grand Prize Winners will be notified via their registered email address to complete a declaration form via Microsoft Form within seven (7) working days to redeem their Grand Prize. Failure by the Grand Prize Winners to complete the declaration form within the specified timeline will result in disqualification and forfeiture of the Grand Prize. The Organiser reserves the right to select an alternate winner.
- vii. Following the completed declaration form, the Grand Prize Winners will be notified via their registered email address and/or phone number regarding any required attendance at a prize-giving ceremony. The Grand Prize Winners must confirm their attendance at the prize-giving ceremony. In the event they are unable to attend, they may nominate a representative to receive the Grand Prize on their behalf by providing an authorization letter or a photocopy of the Grand Prize Winner's identification card (IC) and/or notify the Organiser. The prize-giving ceremony will be conducted within ninety (90) working days following the announcement of the Grand Prize Winners on the Organiser's website or through other means as notified by the Organiser.
- viii. In the event of any delay in prize fulfilment, the Organiser will communicate with the Grand Prize Winners via their registered email address and/or mobile number.
- ix. All Winners shall be bound by any further terms and conditions as may be determined by the Organiser at its sole discretion.

(b) Monthly Consolation Prize of Fuel+ Hampers and Setel Voucher

- i. Fulfilment of the Consolation Prize shall be completed within sixty (60) working days from the date of announcement of the Consolation Prize Winners.
- ii. The Consolation Prize will be given via Fuel+ Hamper and Setel Voucher.

- iii. The Fuel+ Hamper will be shipped to the Winners' home address provided on the Winners' declaration form within sixty (60) working days from the date of the Winners' announcement on the Organiser's website at www.mymesra.com.my or through other channels as may be determined by the Organiser.
- iv. The Setel Voucher will be given via a code, to be inputted by the Winners into their Setel App. The Code will be emailed or sent via Mesra Rewards' official WhatsApp channel to the respective Consolation Prize Winners' email address and phone number (as per their PETRONAS Mesra Rewards membership) within sixty (60) working days from the date of the winners' announcement on the Organiser's website at www.mymesra.com.my or through other channels as may be determined by the Organiser.
- v. The Consolation Prize Winners shall be contacted via Mesra Rewards' official WhatsApp channel or to the respective Grand Prize Winners' email address within sixty (60) working days from the date of the winners' announcement. If a Winner cannot be reached, the Organiser shall make up to three (3) additional attempts to contact the Winner within a twenty four (24) hour period. Should all attempts fail, the Organiser reserves the right to select an alternate Winner for the Consolation Prize.
- vi. Following verification, the Winners will be notified via their registered email address to complete a declaration form via Microsoft Form within seven (7) working days to redeem their prize. Failure by the Winners to complete the declaration form within the specified timeline will result in disqualification and forfeiture of the prize. The Organiser reserves the right to select an alternate Winner.
- vii. Following the completed declaration form, the Winners will be notified via their registered email address and/or phone number regarding any required attendance at a prize-giving ceremony. The Winners must confirm their attendance at the prize-giving ceremony. In the event they are unable to attend, they may nominate a representative to receive the prize on their behalf by providing an authorization letter or a photocopy of the winner's identification card (IC) and/or notify the Organiser. The prize-giving ceremony will be conducted within ninety (90) working days following the announcement of the Winners on the Organiser's website or through other means as notified by the Organiser.
- viii. In the event of any delay in prize fulfilment, the Organiser will communicate with the Winners via their registered email address and/or mobile number.
- ix. All Winners shall be bound by any further terms and conditions as may be determined by the Organiser at its sole discretion.

8. Other Terms:

- a) Eligible entries for fuel purchases shall be capped at a maximum value of RM3,000 per Participant per month.
- b) SmartPay customers are NOT eligible to participate in this Campaign.
- c) Participants may use the Cardless method to earn and redeem Mesra Rewards points without using a physical PETRONAS Mesra Card. Transactions will be captured when PETRONAS Mesra Rewards Member's registered mobile number is keyed in at the fuel dispenser's OPT screen or cashier's CDS screen.
- d) For the avoidance of doubt, the minimum monthly spending requirement shall be calculated based on the final amount paid by the Participant at the point of transaction, and not the unsubsidised price displayed at the pump.

- e) The Organiser's record shall serve as the official record for verifying the Campaign entries. No manual receipt submissions will be entertained.
- f) Participants must ensure that PETRONAS Mesra Rewards membership is registered in their own name with a valid National Registration Identity Card number to qualify for the Grand Prize and Consolation Prize. Failure to meet this requirement will result in disqualification and forfeiture of the prizes.
- g) A Participant who has won a Grand Prize shall not be eligible to win a Consolation Prize and vice versa.
- h) Only the registered primary account holder of the Setel Family Wallet shall be eligible to participate in the Campaign and receive any prizes in connection with the Campaign. Family members or other individuals linked to the Setel Family Wallet are neither eligible to participate in the Campaign, nor eligible to receive any prizes in connection with the Campaign.
- i) The Organiser reserves the right, at its absolute discretion and without prior notice, to substitute any of the prizes with other items of similar or higher value. The Organiser reserves the right to determine the specifications of the prizes, and the Organiser's decision on this matter is final.
- j) All costs, fees and/or expenses incurred or to be incurred by the Winners in relation to the Campaign, Prize Giving Ceremony and/ or claim of the prizes, including but not limited to transportation, accommodation, meals, personal costs and/or other costs, are the sole responsibility of the winners.
- k) By 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 the Organiser regarding the Campaign and all matters relating to or in connection thereto (including the selection of winners) shall be final and binding. No queries, appeals or correspondences on winners' selection will be entertained.
- l) Non-compliance by the Participants and/or winners with any of the terms and conditions herein contained shall entitle the Organiser to disqualify any entry and/or revoke any prizes awarded.
- m) 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 all losses or damages suffered or incurred by the Participants because of the said cancellation, extension, suspension, or termination.
- n) 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 amendments, modification, deletion, or changes shall constitute the Participants' unconditional acknowledgment, understanding, agreement and acceptance of such amendments, modification, deletion, or changes in respect of the terms and conditions.
- o) Winners shall participate in all marketing and promotional activities, as and when required by the Organiser, including but not limited to conferences, interviews, roadshow, and relevant events.
- p) The Organiser 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.

q) These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Campaign. The Organiser is the final authority to decide on the interpretation of these terms and conditions and any other matters relating to this Campaign. For any enquiries or disputes, please call MESRALINK at 1-300-22-8888.

9. 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 | Setel](#)

10. Definitions

In these Terms and Conditions:

- a) “Loyalty Programme” shall mean as the PETRONAS Mesra Rewards Loyalty Programme run and managed by PDB.
- b) “Mesra Rewards Membership” shall mean those arrangements under the PETRONAS Mesra Rewards membership specified by PDB by which a Member agrees to participate in the Loyalty Programme.
- c) “Mesra Card” shall mean the PETRONAS Mesra Rewards Loyalty Programme Membership card, or other variations of PETRONAS Mesra Card designated by PDB as such whether in the form of physical or digital card.
- d) “PETRONAS Group of Companies” shall mean Petroliam Nasional Berhad (PETRONAS) (“PETRONAS”), its subsidiaries, any holding company of PETRONAS and all other subsidiaries of any such holding company as the case may be from time to time.