

“PETRONAS Lubricants Cash Rebates for Setel Users” Terms & Conditions

1.0 Organizer:

- 1.1** PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMMSB**”) is the organizer of the “**PETRONAS Lubricants Cash Rebates for Setel Users**” (“**Program**”).
- 1.2** The following terms and conditions shall apply in respect of the Program. By participating in the Program, you agree to be bound by these terms and conditions hereunder, including any amendments made from time to time, without limitation or qualification (“**Terms and Conditions**”).

2.0 Eligibility:

- 2.1** The Program is open to all customers that purchase lubricants using the Setel apps and is a Setel user.
- 2.2** The Program is available exclusively at PETRONAS Stations located nationwide.
- 2.3** Customers who fulfil all of the above eligibility criteria shall hereinafter be referred to singularly as “Participant” and collectively as “Participants”.

3.0 Program Mechanics & Rewards:

- 3.1** To be eligible to participate in the Campaign, Participants must possess a valid Setel account. Participants who wish to participate in the Campaign but do not have an existing account are required to download the Setel application from the Apple App Store, Google Play Store, or Huawei AppGallery, and register for a valid Setel account, with registration completed within the Program Period (as defined below).
- 3.2** Participants are required to purchase a minimum of one (1) eligible PETRONAS Syntium or PETRONAS Sprinta lubricant at PETRONAS stations and pay using the Setel App. PETRONAS Syntium and PETRONAS Sprinta lubricants shall hereinafter collectively be referred to as (“**PETRONAS Lubricants**”).
- 3.3** Participants who make a qualifying purchase of PETRONAS Lubricants at the recommended retail price shall be eligible to receive a cash rebate of up to Ringgit Malaysia Twenty (RM20.00) for PETRONAS Syntium purchases, or up to Ringgit Malaysia Five (RM5.00) for PETRONAS Sprinta purchases (**the “Reward”**). The Reward applies to each qualifying purchase of PETRONAS Lubricants made during the Program Period, with no limit on the number of Reward a Participant may receive.

- 3.4** The Reward will be credited immediately to the Participant's Setel e-wallet upon completion of the purchase, provided that the requirements as set out in Clause 3.1 and Clause 3.3 are met.
- 3.5** Each purchase of PETRONAS Lubricants must be made in a separate transaction and reflected on a single receipt. For the avoidance of doubt, Participants may purchase multiple bottles of PETRONAS Lubricants; however, to receive a cash rebate for each bottle, each must be purchased in a separate transaction and reflected on a single receipt.

4.0 Program Period:

Unless otherwise notified by PLMMSB, the Program shall commence on 1 August 2026 and shall continue until further notice ("**Program Period**").

5.0 Miscellaneous:

- 5.1** PLMMSB reserves the right at any time, at its absolute discretion and without prior notice, to substitute the Reward with other items of similar or higher value. The Reward is given on an "as is" basis and is not exchangeable for or redeemable in credit, other items or vouchers in part or in full and is non-transferable to any other person.
- 5.2** By entering or participating in this Program, Participants hereby fully and unconditionally agree and accept all Terms and Conditions herein contained and agree that the decisions of PLMMSB in respect to this Program and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.
- 5.3** In the event a Participant is found to be ineligible due to any reasons whatsoever or is suspected by the Organiser to be involved in any fraudulent activity related to the Program at any time during or after the Program Period, the PLMMSB reserves the right, at its sole discretion, to disqualify the Participant and cancel, revoke or withdraw, or reclaim the Reward awarded. Should the Participant have already received or benefited from the Reward, the Participant agrees and undertakes to reimburse PLMMSB for the full cost of the Reward. PLMMSB also reserves the right to pursue legal action as deemed necessary.
- 5.4** In the event of any error, discrepancy or inaccuracy of any transaction recorded or submitted to PLMMSB, PLMMSB will not be held responsible for any issues or problems that arise in respect of the error, discrepancy or inaccuracy of any of the said transaction and PLMMSB reserves the right to exclude the said transaction amount(s) from the Program.
- 5.5** PLMMSB reserves the right to cancel, shorten, extend, suspend, and/or terminate the Program at any time prior to the expiry of the Program Period without prior notice to the Participants. For the avoidance of doubt, any cancellation, extension,

suspension or termination of the Program at any time prior to the expiry of the Program Period shall not entitle the Participants to claim any compensation from PLMMSB for any losses or damages suffered or incurred by the Participants as a result of the said cancellation, extension, suspension or termination. PLMMSB 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 Program 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.

- 5.6** PLMMSB may use the names, address, photographs and information of the Participants as materials in advertisements and other form of publicity, only for this Program, with the consent of the Participants and/or winners and the Participants and winners shall not claim ownership of the material.
- 5.7** The Reward is accepted entirely at the risk of the Participants, and PLMMSB excludes all warranties in connection with any Reward to the extent permitted by law. PLMMSB will not be held liable for the non-receipt of Reward, and no replacement and/or exchange of Reward will be entertained under any circumstances.
- 5.8** PLMMSB, its employees, its affiliates, employees of the PETRONAS group of companies, participating partners and its relevant service providers 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 or any party resulting from or arising out of or in connection with this Program or the Reward given under this Program.
- 5.9** The Terms and Conditions herein contained shall prevail over any provisions or representations contained in any brochure or other program materials advertised under this Program.
- 5.10** PLMMSB is the final authority to decide on the interpretation of the Terms and Conditions and any other matters relating to the Program. All decisions made by PLMMSB regarding the Program and all matters relating to or in connection thereto shall be final, conclusive and binding. No further queries, appeals or correspondences shall be entertained.
- 5.11** In the event Participants encounter any difficulties or issues or have any queries regarding the Program, Participants may contact Mesralink by calling 1-300-88-8181 or emailing mesralink@petronas.com.

6.0 Personal Data

By participating in the Program, Participants are deemed to have irrevocably agreed and consented to the collection, processing, use, disclosure and retention by PLMMSB, its employees, its affiliates, employees of the PETRONAS Group of Companies, participating partners and its relevant service providers 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, which can be viewed at

<http://www.mymesra.com.my/pdpa>.

7.0 Definitions

In these Terms and Conditions contained herein, the following words and expressions shall have the following meanings unless the context requires otherwise: -

- a) “Setel App” shall mean the mobile application owned by Setel Ventures Sdn Bhd which is downloaded onto a mobile device.
- b) “PETRONAS Group of Companies” shall mean 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.