

PETRONAS DAGANGAN BERHAD

PETRONAS E-VOUCHER

TERMS AND CONDITIONS

1. Organizer

- (a) PETRONAS Dagangan Berhad ("PDB") is the organiser of the PETRONAS e-voucher ("PETRONAS e-Voucher").
- (b) The following terms and conditions shall apply in respect of the PETRONAS e-Voucher. By participating, all Participants (as defined below) shall agree to be bound by the terms and conditions herein, including any amendments, changes or modification made by PDB from time to time without limitation or qualification (hereinafter referred to as "Terms and Conditions").

2. Eligibility

- (a) The PETRONAS e-Voucher utilization is open to all individuals and shall herein be referred to as "Participant(s)".

3. PETRONAS e-Voucher Validity Period

- (a) The PETRONAS e-Voucher is valid until the expiry date stipulated on the designated URL. Any expired e-Vouchers shall not be accepted.

4. PETRONAS e-Voucher Mechanics

- (a) The PETRONAS e-Voucher is valid for redemption at all PETRONAS stations nationwide.
- (b) The PETRONAS e-Voucher is valid for one (1) single transaction only. Any unused balance shall be forfeited and shall not be refunded.
- (c) If the purchase value exceeds the PETRONAS e-Voucher amount, the remaining balance must be paid using other accepted payment methods (e.g., cash, credit/debit card, or Setel e-Wallet).
- (d) The PETRONAS e-Voucher is applicable for all fuel products, including PETRONAS Primax 95 with Pro-Drive, PETRONAS Primax 97 with Pro-Race, and PETRONAS Dynamic Diesel Euro 5 with Pro-Drive.
- (e) The PETRONAS e-Voucher is strictly non-exchangeable, non-transferable, non-returnable, non-refundable, and not redeemable for cash. Revalidation or extension upon expiry is not permitted.

5. Miscellaneous

- (a) The PETRONAS e-Voucher shall not be sold, transferred, assigned, or otherwise exchanged for value under any circumstances.

- (b) PDB shall not be responsible or liable for any loss, theft, damage, unauthorized use, or destruction of the PETRONAS e-Voucher, and shall not be obliged to replace or refund its value.
- (c) Redemption is subject to system verification and validation at the point of sale. In the event of technical issues, system failure, or network disruption, redemption may be temporarily unavailable.
- (d) Any PETRONAS e-Voucher that is found to be duplicated, tampered with, fraudulent, or otherwise invalid shall be rejected.
- (e) PDB reserves the right, at its absolute discretion, to amend, modify, delete or otherwise change any of the Terms and Conditions at any time without prior notice. Continued utilization by the Participants 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.
- (f) PDB reserves the right to cancel, shorten, extend, suspend, or terminate the PETRONAS e-Voucher at any time prior to the expiry of the PETRONAS e-Voucher without prior notice. For avoidance of doubt, any cancellation, extension, suspension or termination of the PETRONAS e-Voucher at any time prior to its expiry shall not entitle the Participants to claim any compensation from PDB for any and all losses, damages, costs, expenses or other liabilities suffered or incurred by the Participants as a result of the said cancellation, extension, suspension or termination.
- (g) PDB reserves the right to disqualify any entries that are ineligible or due to any reasons whatsoever as PDB may, in its sole discretion, deem fit. In the event a Participant is found to be ineligible at any time, PDB reserves the right, to disqualify the Participant and to cancel, withdraw or reclaim the PETRONAS e-Voucher. In the event the Participant has already received or benefitted from the PETRONAS e-Voucher, the Participant agrees and undertakes to reimburse PDB for the value of such PETRONAS e-Voucher. PDB further reserves the right to initiate any legal action as deemed necessary.
- (h) PDB, including its directors, shareholders, employees, holding companies, subsidiaries and affiliates in the PDB group of companies, PETRONAS and its respective directors, shareholders and employees of the PETRONAS group of companies, PETRONAS station dealers and participating partners (as specified on the Setel Application and/or website, from time to time) shall not be liable for any all losses, damages, costs, expenses or other liabilities of whatsoever nature suffered or incurred by the Participants or any third party arising from the participation or non-participation in the PETRONAS e-Voucher or from any act or omission by PDB, its employees, agents, or third parties who are performing services in connection with the PETRONAS e-Voucher.
- (i) PDB 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.

- (j) The Terms and Conditions herein contained shall prevail over any provisions or representations contained in any brochure or other promotional materials advertised under the PETRONAS e-Voucher. PDB is the final authority to decide on the interpretation of these Terms and Conditions and any other matters in connection with the PETRONAS e-Voucher. In the event of any inconsistency between the English version and the Malay version of the Terms and Conditions, the English version shall prevail to the extent of such inconsistency.
- (k) PDB, including its directors, shareholders, employees, its holding companies, subsidiaries or affiliates in the PDB group of companies, PETRONAS and its respective directors, shareholders and employees of the PETRONAS group of companies, PETRONAS station dealers and participating partners shall not be liable for any failure or delay in performing its obligations due to "Force Majeure" events. The term "Force Majeure" shall mean and include, inter alia, acts of god, any act of natural calamities, war, riot, strike, lock out, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of PDB, including any situations or circumstances whereby it becomes onerous for PDB to perform its obligations under the Terms and Conditions.
- (l) Any failure by PDB in enforcing any of the Terms and Conditions in any instance does not constitute a waiver of such terms and conditions.
- (m) All decisions made by PDB regarding the PETRONAS e-Voucher and all matters relating to or in connection thereto shall be final, conclusive and binding. No further queries, appeals or correspondence shall be entertained.
- (n) For any further enquiries, kindly contact Mesralink via hotline at 1-300-88-8181 or e-mail at mesralink@petronas.com.

6. **Personal Data**

By utilising the PETRONAS e-Voucher, Participants are deemed to have irrevocably agreed and consented to the collection, processing, use, disclosure and retention by PDB, 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 www.mymesra.com.my/pdpa and at <https://www.setel.com/privacy>.