

Alumni page FAQ

FAQ for an upgrade to an alumni account

QUESTION	ANSWER
What is an alumni account?	As a sign of our appreciation and value towards PETRONAS alumni, we are offering exclusive privileges for alumni to enjoy when shopping at PETRONAS Shop.
Why do I have to submit my data?	The information and data required is used solely for verification and communication purposes related to PETRONAS Shop and its affiliating partners.
Who is eligible for the alumni account upgrade?	Members of the Alumni Club and alumni who have retired from PETRONAS will be eligible for this upgrade.
Where can I receive the form to upgrade to an alumni account?	The form will be shared through the Alumni Club WhatsApp and Telegram groups.
What should I do after submitting the form?	<p>Once you have submitted the form, our Alumni committee will review and verify your information. Upon verification, you would need to upgrade your Alumni account on PETRONAS Shop.</p> <p>PETRONAS Shop will then cross check the data and verify your account instantly if the submitted email address aligns with the data submitted through the Google form.</p>
How do I upgrade my Alumni account?	<ol style="list-style-type: none">1. Log in as a public user on the Petronas Shop website.2. Under Profile, click Personal details.3. Click Staff/alumin account.4. Click PETRONAS alumni.5. Enter the same email address submitted on the Google form.6. Click Submit for verification. <p>If the email address matches the data submitted on the Google form, your account will be instantly upgraded to an alumni account with exclusive alumni privileges.</p>
What if I have an existing staff account?	If you have an existing staff account, once you have upgraded your account to an alumni account, your staff account will automatically be deactivated.
How do I check if I have successfully upgraded to an alumni account?	You can refer to the status of your alumni account under Personal details . If the status is Active , you

	have successfully upgraded your account to an alumni account.
Do I need to pay for an alumni account upgrade?	No, the alumni account upgrade is provided free of charge as a token of our appreciation for your dedication, support, and loyalty.
I have a problem with my account upgrade, who should I reach out to?	<p>If you encounter any issue regarding the alumni account upgrade, you can refer to the Alumni Club WhatsApp or Telegram group.</p> <p>You can also reach out to us through any of our communication channels on our Contact Us page.</p>
Can I share my alumni account benefits with others?	Alumni account benefits are typically non-transferable and intended solely for the account holder. Sharing benefits with others may violate the terms of use of your alumni account.