

# PETRONAS Shop Mesra FAQ

## 1. What is Mesra points?

Mesra points are part of a loyalty programme offered by PETRONAS to reward valued customers. With Mesra points at PETRONAS Shop now, Mesra members can receive points for their purchases when they make payment with their Setel Wallet, as well as redeem merchandise using points.

## 2. How do Mesra points work?

For every 100 Mesra points you accumulate, you will receive a discount of RM1 on your purchase at PETRONAS Shop. The more Mesra points you earn, the higher the discount you can enjoy during checkout. For example, if you have 500 Mesra points, you can now redeem them for a RM5 discount.

## 3. How do I sign up as a Mesra member?

When you become a Setel member, you will automatically be assigned a Mesra membership. If you have a physical Mesra card, you can link it to your Setel account via the Setel app or on [PETRONAS Shop](#).

## 4. How do I collect Mesra points when I shop at PETRONAS Shop?

As long as you are a Mesra member and use your Setel Wallet to make a purchase, you will earn Mesra points. Do note that Mesra Points is not applicable for Setel voucher purchase(s).

## 5. What can I expect from the Mesra loyalty programme at PETRONAS Shop?

You can earn Mesra points when you make purchases at PETRONAS Shop with your Setel Wallet and redeem them for discounts or rewards.

## 6. When is the Mesra Rewards redemption happening at PETRONAS Shop?

Mesra Rewards redemption at PETRONAS Shop starts 7 July 2023 onwards.

## 7. Can I top up for my purchase if my points are insufficient?

You can top up your Setel Wallet with other payment methods to complete your purchase should your points be insufficient. You may also use PETRONAS Shop vouchers to supplement the purchase. Any unutilized amount or excess in value is however non-refundable.

## 8. How can I redeem my Mesra points at PETRONAS Shop?

You can redeem your Mesra points on the checkout page if you have an account with Setel or PETRONAS Shop.

## 9. What PETRONAS Shop items can I redeem with my Mesra points?

You can redeem your Mesra points on all merchandise except Setel vouchers.

**10. What is the maximum amount of Mesra points that I can redeem per transaction?**

You are limited to redeeming 15,000 Mesra points per transaction.

**11. Why do I need to enter my Setel Passcode when applying Mesra points in my purchases?**

As part of safeguarding your account and points, Setel Passcode is a secure step to protect any unauthorized use of your Mesra points. Be sure to not share your Setel Passcode to anyone and only you (the Setel account own) have access to your Setel Passcode.

**12. I have forgotten my Setel Passcode. How do I change or update them?**

You can easily change your Setel Passcode in [Setel app](#) or [Setel website](#) and follow the simple guided instructions.

**13. Why do I need to link my physical Mesra card?**

You should link your Mesra card to your Setel account to enjoy the seamless digital experience where you have easy access to points viewing, collection, and redemption. This also helps integrate the existing points you have collected on your physical Mesra card to your Setel account.

**14. I have an active account, can I log in to the new website using the same credentials?**

As part of our initiative to consolidate and sync your account, you will need to register for an account with Setel. Don't worry, your Mesra points will be moved to the new account.

You can register for a new account via the Setel app or on [PETRONAS Shop](#).

**15. Will I still be able to use my physical Mesra Card for collecting and redeeming points on the Mesra Rewards' redemption website?**

You will be able to continue using your physical Mesra Card for point collection. Head over to [Setel](#) and [PETRONAS Shop](#) to experience the Mesra Rewards redemption dashboard.

**16. I am an existing PETRONAS Shop member. Do I need to register again to redeem the Mesra points?**

No, just log in to [PETRONAS Shop](#) with the mobile number linked to your Setel account. Remember to check that you have linked and activated your Mesra card with Setel before you proceed to redeem your Mesra points upon checkout.

**17. Where can I redeem my Mesra points on PETRONAS Shop items?**

1. Via the Setel app, where you will be able to check, earn, and redeem Mesra points on PETRONAS Shop (when you pay from your Setel Wallet) without needing to swipe the physical Mesra card from 7 July 2023 onwards.
2. Via [PETRONAS Shop](#), where you will be able to check, earn, and redeem Mesra points (when you pay from your Setel Wallet) for rewards from 7 July 2023 onwards.

**18. What will happen to my current physical Mesra card and Mesra points?**

You can link them to your account. All points earned on your physical card will be reflected in your digital Mesra account- which means if you continue to physically swipe your Mesra card, the points accumulated will automatically appear in your Setel app.

Head on over to [Setel](#) to link your physical Mesra card now to enjoy this convenience!

**19. I usually pay for fuel with cash/credit card/debit card and swipe my physical Mesra Card. I have not downloaded Setel. In this case, can I still redeem my Mesra points at PETRONAS Shop?**

Yes, but you are encouraged to register for a digital account (Setel app) and link your physical Mesra card. The points earned on your physical card will be transferred to your new digital Mesra card on the Setel app. You can then view, earn, and redeem your points all on the app.

**20. What can I do if someone else has already registered for an account with my phone number?**

Please reach out to PETRONAS Shop's customer support by calling PETRONAS Mesralink at 1300-88-8181 or by email at [mesralink@petronas.com](mailto:mesralink@petronas.com).

**21. I have several physical Mesra cards, how do I consolidate all my cards?**

You are advised to only register and link one (1) Mesra card as per NRIC number respectively. You can call the PETRONAS Mesra Loyalty Programme number at 1300-22-8888 for further assistance.

**22. I think I may have registered for a Mesra account before but I've forgotten/misplaced my physical Mesra card. What should I do?**

If you have a registered physical Mesra card, call the PETRONAS Mesra Loyalty Programme number at 1300-22-8888 to obtain your Mesra card number.

**23. I don't have enough Mesra points, can I still redeem my Mesra points on PETRONAS Shop?**

Yes, you can combine up to three (3) methods of redemption (i.e. Mesra points + other payment methods via Setel Wallet + PETRONAS Shop vouchers).

**24. Can I redeem my Mesra points at the PETRONAS Shop offline/physical store?**

No. At present, redemption of Mesra Points at PETRONAS Shop offline/physical store is not available.

**25. Where can I find more information about the total Mesra points I have redeemed on my PETRONAS Shop order?**

You will receive an email after you have successfully completed your purchase and the order has been confirmed.

On your Setel app, you may also view the total Mesra points you have spent on PETRONAS Shop under More > Mesra > Mesra points history.

On Setel website, you may also view the total Mesra points you have spent on PETRONAS Shop under Profile > Mesra points history.

**26. Can I request a refund on the items that I have redeemed with Mesra points?**

Unfortunately, you are not allowed to refund any items.

In the event of a refund initiated by PETRONAS Shop, our Customer Support will contact you to confirm the refund method before proceeding with the refund. Mesra points that were utilised will be refunded via PETRONAS Shop vouchers, with the remaining amount refunded via other payment methods. The available refund methods are Setel wallet, PETRONAS Shop voucher, credit card, and bank transfer.

## **27. How do I register my Mesra card?**

You can link your Mesra card through the PETRONAS Shop website or on the Setel app.

On the Setel website:

1. Head over to [Setel](#) and register/log into your account.
2. Under Profile > Mesra Card > Activate Card

On the Setel app:

1. Log into your account.
2. Go to **More**, then **Mesra card**.
3. Tap on **Link now** and follow the steps on-screen.

## **28. Once I have linked my Mesra card, will my Mesra points be reflected on PETRONAS Shop?**

Yes, all of your earned Mesra points will be reflected on the PETRONAS Shop website immediately.

## **29. I am not sure if I have already registered for a Mesra card before. I am also unsure if I am an existing Setel user. How can I check?**

If you have a PETRONAS Shop account, log in and click **My account**. The status of your Mesra card (if it exists) will appear. If you do not have a PETRONAS Shop account or have further inquiries, you can reach out for assistance by calling PETRONAS Mesralink at 1300-88-8181 or emailing us at [mesralink@petronas.com](mailto:mesralink@petronas.com).

## **30. What if I discovered that somebody else has redeemed my points without my consent? What can I do to rectify this situation?**

Reach out to us for assistance at 1300-88-8181 for PETRONAS Mesralink or email at [mesralink@petronas.com](mailto:mesralink@petronas.com).

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