



One-tap dan Menang

From 28 August 2024, (12:00 PM) to 30 September 2024, (11:59 PM)

Terms & Conditions

1.0 Organiser:

One-tap dan Menang ("Campaign") is part of Semua Boleh Setel and is organized by Setel Ventures Sdn Bhd (Setel) ("Organiser").

2.0 Campaign Period

Unless otherwise notified by the Organiser, the Campaign will be conducted from 28 August 2024, 12:00 PM (GMT +8) to 30 September 2024 11:59 PM (GMT +8) ("Campaign Period"), both dates inclusive. Any updates or changes will be communicated by Setel on their social media platforms and the official website.

3.0 Eligibility

3.1 This Campaign is open to existing and new Setel users who are:

- a) A registered and active PETRONAS Mesra Rewards loyalty programme member. A PETRONAS Mesra Rewards loyalty member is anyone with either a physical Mesra card, a virtual Mesra Rewards card, or a Mesra Rewards account linked to their mobile number;
- b) Customers holding Malaysian citizenship; and
- c) Customers aged eighteen (18) and above;

Hereinafter referred to as "Participant(s)".

3.2 Participants are able to download Setel application ("Setel App") through Google Play Store/Huawei Store/Apple App Store and must have a registered Setel account.

3.3 The following persons are NOT ELIGIBLE to participate in the Campaign:

- a) Permanent/contract employees of the PETRONAS Group of companies, including PDB, MRCSB, Setel, and PLMM and their immediate family members, specifically their respective fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren, and including adoptive relationships;
- b) PETRONAS Station dealers, Crew PETRONAS and their immediate family members, specifically their respective fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren, and including adoptive relationships; and

- c) Employees of third-party service providers of the Organisers (including without limitation to their advertising agencies, suppliers etc.), their permanent and/or contract employees, and their immediate family members specifically their respective fathers, stepfathers, mothers, stepmothers, siblings, spouses, children, stepchildren, and including adoptive relationships.

3.4 During the Campaign Period, each Participant (1 user ID) is eligible to participate in the Campaign by following the Campaign Mechanics:

4.0 Campaign Mechanics

4.1 Participants will qualify for entries for the Campaign based on the following:

Use the Setel App and follow these steps:

- a) Fuel transaction (single transaction)
 - (i) Spend RM40 or more on fuel using the One-Tap feature to earn **50 entries**.
 - (ii) Spend RM40 or more on normal fuelling to earn **1 entry**.
- b) **BONUS:** Participants who are **new** to the One-Tap feature will receive RM2 cashback on their first attempt. **[For the first 15,000 customers]**
*(e.g. If you are an existing or new Setel user, and you are using the One-tap feature **for the first time**, you will receive RM2 cashback.)*

AND;

- c) Pay using Setel App (single transaction)
 - (i) Spend a total of RM20 or more with Setel App at selected merchants or online to earn **1 entry**. e.g: Setel QR, Scan & Pay at counter, (except DuitNow, cigarettes, prepaid top-ups, Touch N' Go, and ePay), PETRONAS Shop.

OR;

- d) Other Setel App features
Make any purchase on the following features to earn **1 entry**:
 - (i) Parking
 - (ii) Cafe Mesra pickup
 - (iii) Motor & takaful insurance
 - (iv) Road tax renewal
 - (v) Auto assistance
 - (vi) PETRONAS auto expert service centre

Note: Participants need to make a qualifying fuel transaction only once, after which they can start earning entries through other non-fuel transactions for the remainder of the Campaign Period.

4.2 Any transaction or payment made by swiping the physical Mesra card will NOT QUALIFY the Participants to participate in the Campaign.

4.3 Example scenarios:

- (a) Participant 1 spent RM40 on fuel using the Setel App in Week 1. The Participant then used the Setel App to renew road tax in the same week. Hence, the Participant will gain 2 entries.
- (b) Participant 2 spent RM40 on fuel using One-tap feature, then purchased groceries using Setel QR in the same week. The Participant also uses DuitNow QR via the Setel App to purchase food. Hence, the Participant will gain 51 entries. (*DuitNow is not eligible*)

5.0 Campaign Prizes

5.1 Prizes

Grand Prize	(x1) iPhone 15 Pro 128GB
Second Prize	(x1) Samsung FlipZ6 256GB
Third Prize	(x1) 13-inch iPad Air Wi-Fi 128GB
Fourth Prize	(x1) Playstation 5 Slim Digital 1TB
Fifth Prize	(x1) Nintendo Switch Neon Blue & Neon Red Joy-Con
Consolation 1 Prize	(x10) RM200 Setel credits
Consolation 2 Prize	(x20) RM100 Setel credits
Consolation 3 Prize	(x50) RM80 Setel credits

5.2 In the event that any item listed becomes unavailable due to unforeseen circumstances or any other reason, Setel reserves the right to substitute the unavailable item with a similar item of equal or greater value. Setel will make reasonable efforts to notify the concerned party about any substitutions.

6.0 Spending Period

6.1 Any updates or changes will be communicated by Setel on their social media

platforms and official website.

6.2 Participants are eligible to make purchases during the Campaign Period to qualify for a chance to win the prizes.

7.0 Cashback, Mesra Rewards Points, and Setel Credit

7.1 Mesra Rewards points received by winners will expire after 3 years. Throughout its validity, the points remain valid for usage as long as the Setel account is still active.

7.2 Winners who received Setel cashback and Setel credit can use it until 31 December 2024.

7.3 Setel cashback will be credited into the Participant's Setel wallet after 3 working days.

8.0 Prizes Fulfillment

8.1 Prizes:

(a) **iPhone 15 Pro** - Winners/Representatives must collect the iPhone 15 Pro from Setel headquarters on their own on the prize-giving day, which will be held within 60 working days after Campaign Period ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon collection of the iPhone 15 Pro, winners/representatives are obliged to present their identification card (IC) for verification and sign an acknowledgment receipt.

(b) **Samsung FlipZ6** - Winners/Representatives must collect the Samsung FlipZ6 from Setel headquarters on their own on the prize-giving day, which will be held within 60 working days after Campaign Period ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon collection of the Samsung FlipZ6, winners/representatives are obliged to present their identification card (IC) for verification and sign an acknowledgment receipt.

(c) **iPad Air** - Winners/Representatives must collect the iPad Air from Setel headquarters on their own on the prize-giving day, which will be held within 60 working days after Campaign Period ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon collection of the iPad Air, winners/representatives are obliged to present their identification card (IC) for verification and sign an acknowledgment receipt.

(d) **Playstation 5** - Winners/Representatives must collect the Playstation 5 from Setel headquarters on their own on the prize-giving day, which will be held within 60 working days after Campaign Period ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon collection of the Playstation 5, winners/representatives are obliged to present

their identification card (IC) for verification and sign an acknowledgment receipt.

(e) **Nintendo Switch** - Winners/Representatives must collect the Nintendo Switch from Setel headquarters on their own on the prize-giving day, which will be held within 60 working days after Campaign Period ends. Failure to do so will result in the forfeiture of the prize and the selection of another available winner.

Upon collection of the Nintendo Switch, winners/representatives are obliged to present their identification card (IC) for verification and sign an acknowledgment receipt.

(f) **Setel RM2 cashback** - Setel Cashback will be granted directly to the Participant's Setel Wallet after 3 working days from making their first attempt successfully using the One-tap feature.

(g) **Setel credits** - Setel Credits will be granted directly to the winner's Setel Wallet after 60 working days after Campaign ends.

9.0 Winner Selection Process

9.1 The winners will be announced via live streams for all winners on Setel's social media platforms (TikTok & Meta).

9.2 Winners will also be announced via Setel's One-tap dan Menang promotional page at setel.com/promotions/onetap-dan-menang, where their names and the last four digits of winners' phone numbers will be disclosed.

9.3 Each livestream session, shortlisted Participants will be selected by Setel in accordance with the number of entries.

9.4 A selection process (witnessed and recorded by the appointed Setel representative) will be held to select winners from the shortlisted Participants. The winners will be announced according to the schedule below.

- Session 1 [15th Oct 2024]: 4th & 5th winners, and 50 consolation winners
- Session 2 [17th Oct 2024]: 1st, 2nd, 3rd winners, and 30 consolation winners

9.5 The shortlisted Participants will then be contacted via phone call by Setel's team for identity verification to be qualified to win their prizes. Before the livestream session, the Participants will be contacted, and before we can officially declare them the winner, they will need to respond to tie-breaker questions IF there is a tie among the list of winners.

9.6 Failure to answer the tie-breaker questions will result in the prizes not being granted, and other possible Participants will be contacted. The process will be repeated until an eligible winner has been identified. Setel's decision on all matters relating to this Campaign (including the selection of winners) shall be final and binding. No enquiries on winners' selection will be entertained.

9.7 In the event that Setel opts to contact the potential winner(s) by phone and is unable to get through to the potential winner(s) due to any reason whatsoever such as the call being out of coverage, unanswered or out of service, Setel will then make another three (3) attempts to contact the potential winner(s). Where such attempts are unsuccessful, Setel hereby reserves the right to select the potential winner where the same process of selecting the winner will be repeated until a winner is identified.

9.8 Participants are required to ensure that the mobile number used to participate in the Campaign is registered under their own name with a valid NRIC number. Participants who do not meet these requirements will be disqualified and will not be eligible to be in the running for the Campaign prizes.

9.9 Setel's record will be the official record in terms of awarding the Campaign entries. No manual receipt submission will be entertained.

9.10 Each participant will only be entitled to win one (1) prize throughout the Campaign Period.

9.11 For all tangible prizes, the winners or a representative will self-collect the prizes at Setel's headquarters on the prize-giving day upon notification of winners on Setel's website or through other means as notified by Setel. The winners/representatives are required to fill in a declaration form. In the event of delay on prize fulfillment, Setel will communicate with the winners via email/registered mobile number.

9.12 In the event that the winner cannot be present at the prize giving day, they may nominate a representative to receive the prize on their behalf. The designated representative is required to bring along an authorization letter or a photocopied IC of the winner as consent for collecting the prize.

9.13 By entering or participating in the Campaign, the Participants hereby fully and unconditionally agree and accept all the terms and conditions herein contained and agree that the decisions of Setel regarding the Campaign and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.

9.14 Non-compliance by the Participants and/or winners with any of the terms and conditions herein contained shall entitle Setel to disqualify any entry and/or revoke any prizes awarded.

10.0 Uncaptured Submissions & Transaction via the Setel App:

10.1 In the event that during the Campaign Period, the Participant's transaction(s) via their Setel account is not captured for any reason whatsoever, Setel reserves the right to exclude the said transaction(s) amount from the Campaign.

11.0 Miscellaneous

11.1 Mesra Rewards points can be converted to Setel Wallet balance but are not exchangeable with e-Vouchers of other redemptions.

11.2 By participating in this Campaign, Participants are deemed to have reviewed, read, and accepted the Terms and Conditions.

11.3 In the event a Participant is found to be ineligible, and/or discovered to have performed fraudulent transactions or violates this Campaign's Terms and Conditions at any point of time during or after the Campaign Period, Setel reserves the right at its sole discretion to disqualify the said Participant from participating in this Campaign and to withhold/cancel/withdraw/recall any incentives granted to the Participant, and also the right to initiate any action it deems necessary against the said Participant.

11.4 Participants shall not register for multiple Setel accounts for any dishonest purposes such as to gain excessive benefits or to abuse the Campaign rewards from the Setel App and/or services offered on the Setel App.

11.5 Setel reserves the right to cancel, revise, shorten, extend, suspend or terminate the Campaign at any time prior written notice. For avoidance of doubt, any cancellation, revision, shortening, extension, suspension, or termination of the Campaign at any time shall not entitle the users to claim any compensation from Setel for any and all losses or damages suffered or incurred by the users.

11.6 For enquiries, email us at hello@setel.com or chat with our Customer Service team on the Setel App.

12.0 Personal Data

By entering the Campaign, the Participants are deemed to have agreed and consented to the collection, processing, use, disclosure, and retention by Setel 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.setel.my/privacy.