

PETRONAS AUTOEXPERT x SETEL IN- APP BOOKING SERVICE PROMOTION TERMS AND CONDITIONS

1.0 Organizer:

- 1.1** This “*PETRONAS AutoExpert x Setel In App Booking Service Promotion*” (“**Promotion**”) is a joint campaign collaboration between PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMMSB**”) and Setel Ventures Sdn Bhd (“**SVSB**”).
- 1.2** The following terms and conditions apply in respect of the Promotion. By participating in the Promotion, you agree to be bound by these terms and conditions, including any term which may be amended from time to time, without limitation or qualification.

2.0 Eligibility:

- 2.1** The Promotion is open to all to all Malaysian consumers aged eighteen (18) and above and holding Malaysian citizenship including:
- (i) permanent/contract employees of PLMMSB, inclusive of their immediate family members, specifically their respective fathers, mothers, spouses, children; and
 - (ii) employees of advertising and agencies for PLMMSB and their immediate family members, specifically their respective fathers, mothers, spouses, and children.

subject to fulfilling ALL the requirements as stated herein.

- 2.2** To be eligible to earn the Rewards (as defined in Clause 3.1), the consumers must be Setel Users and make or book an appointment for car maintenance service or repair works through the Setel Apps and perform the car maintenance service or repair works at participating PETRONAS AutoExpert outlets.

The consumers who fulfil all the above-mentioned requirements in Clauses 2.1 and 2.2 shall hereinafter be referred to as the “**Consumer**” or “**Consumers**”.

- 2.3** In the event a Consumer is found to be ineligible at any point of time during or after the Promotion Period (as defined in Clause 4), PLMMSB reserves the right, at its sole discretion, to disqualify the said Consumer and to cancel, withdraw and/or recall any Reward awarded to the Consumer. If the said Consumer has used or enjoyed the Reward, the Consumer agrees and undertakes to indemnify PLMMSB for the costs of such Reward and PLMMSB shall have the right to initiate any action it deems necessary against the said Consumer.

3.0 Promotion Rewards:

- 3.1** The Promotion reward, are as follow:

With every booking of car maintenance service or repair at participating PETRONAS AutoExpert outlets via the Setel Apps, Consumers will be rewarded with RM 50 Setel

cashback upon completion of the car maintenance service or repair works.

The Promotion rewards shall hereinafter be referred to as the “**Reward**” or “**Rewards**”.

- 3.2** The Rewards come with a limited allocation where each Consumer is only permitted to redeem/claim the Rewards five (5) times throughout the Promotion Period.

4.0 Promotion Period:

- 4.1** Unless otherwise notified by PLMMSB, the Promotion will commence from **1 November 2024 to 30 November 2024** (“**Promotion Period**”), both dates inclusive.

5.0 Promotion Mechanics:

- 5.1** To be eligible to participate in the Promotion and earn the Reward:

5.1.1 Consumers are required to download Setel Apps and sign up as Setel Apps user or must be an existing Setel Apps user.

5.1.2 Consumers are required to book or make an appointment for car maintenance service or repair or any type of motor vehicle related servicing at participating PETRONAS AutoExpert outlets through the Setel Apps-booking service function and perform the car service/repair works at participating PETRONAS AutoExpert outlets and make payment via the Setel Pay.

5.1.3 Consumers are entitled to receive the Reward upon meeting a minimum spending of RM250 in a single receipt, invoice, or transaction. Each RM50 cashback is limited to one (1) redemption per booking of car maintenance service or repair or any type of motor vehicle related servicing at participating PETRONAS AutoExpert outlets and cannot be combined across multiple transactions. Multiple transactions within a single-car service booking will not qualify for additional cashback.

5.1.4 The Reward will be credited automatically into the respective Consumers’ Setel wallet within seven (7) working days of an eligible and approved transaction. Setel cashback received by the Consumers will be valid for usage with no expiry date provided that the Consumers’ Setel account is still active. PLMMSB will not be responsible in any manner and form whatsoever for any lost, stolen, or undelivered Rewards.

5.1.5 The Reward will be credited to the Consumer based on actual service completion or actual transaction made. For avoidance of doubt, in the event of the Consumer making appointment in the month of October 2024 and the actual service is performed and completed in November 2024, the Reward will be based on the November promotion.

- 5.2** PLMMSB reserves the right to modify, suspend, or cancel the Promotion at any time for any reason and the right to disqualify any Consumer who does not comply with any of the terms and conditions of the Promotion.

- 5.3** In the event of any error, discrepancy or inaccuracy in any recorded or submitted transaction to PLMMSB, PLMMSB will not be held responsible for any issues that the Consumers may face in relation to the Promotion. PLMMSB reserves the right to determine the qualifications of Consumers to receive the Reward in accordance with the terms and conditions set out herein.

6.0 Miscellaneous:

- 6.1 By entering or participating in the Promotion, all Consumers fully and unconditionally agree and accept all the terms and conditions herein and agree that the decisions of PLMMSB in respect of the Promotion and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.
- 6.2 Non-compliance by any Consumer with any of the terms and conditions herein contained or in the event of fraudulent activities, shall entitle PLMMSB to revoke or withdraw any Reward which may have been awarded to the Consumer.
- 6.3 PLMMSB reserves the right to cancel, shorten, extend, suspend, and/or terminate the Promotion at any time prior to the expiry of the Promotion Period without prior notice to the Consumers. For the avoidance of doubt, any cancellation, extension, suspension or termination of the Promotion at any time prior to the expiry of the Promotion Period shall not entitle the Consumers to claim any compensation from PLMMSB for any and all losses or damages suffered or incurred by the Consumers 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 Promotion following any such changes and/or amendments shall constitute the Consumers unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the terms and conditions.
- 6.4 PLMMSB reserves the right to use the names, addresses, photographs, information, and documents pertaining to the Consumers as materials in its advertisements and other form of publicity for current and future marketing purposes from time to time without prior notice to the Consumers and/or winners and the Consumers and/or winners shall not claim ownership or any proprietary right of such materials. Participation of the Consumers in the Promotion constitutes their consent to such use, without further notice, payment, or consideration.
- 6.5 PLMMSB 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 Consumers, winners and/or any party resulting from or arising out of or in connection with the Promotion or the Rewards given under the Promotion.
- 6.6 These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials published and disseminated relating to the Promotion.
- 6.7 PLMMSB is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to the Promotion.
- 6.8 For any further enquiries on the Promotion's terms and conditions, please contact us via [http:// www.mymesra.com.my](http://www.mymesra.com.my) or <https://help.setel.com/>

7.0 Personal Data

By participating in the Promotion, Consumers are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by PLMMSB 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.