

Frequently Asked Questions

1. What can I expect from the new brand experience for Mesra Rewards redemption?

You will find a more seamless experience when redeeming on the brand new Mesra Rewards redemption website. You can now check your Mesra points and redeem deals using your points with ease, all in one place through app.setel.my/mesrarewards

2. When is the new brand experience happening?

You can look forward to experiencing the new Mesra Rewards redemption starting 1 December 2020. Customers are advised to claim all redeemed vouchers at merchant outlets before 31 December 2020.

3. Why is PETRONAS bringing a brand new experience to Mesra Rewards redemption?

As part of our initiative to digitalise the Mesra Loyalty Programme, we are innovating to improve the Mesra Rewards redemption experience for you.

4. I still have a voucher that is yet to be claimed at the merchant outlet, what will happen to my valid unclaimed voucher after 1st Dec 2020?

You can still login into the existing Mesra Rewards redemption website on <http://mesrarewards.foryoubiz.com> before 31 December 2020 to claim your voucher(s) at the merchant's outlet.

5. Will I get a refund for all my valid vouchers if I fail to claim it by 31st Dec 2020?

Unfortunately no. The voucher is non-refundable. The customers are advised to read the deal descriptions clearly before proceeding with the redemption. Contact our customer service for further clarification via Chat/email at hello@setel.my

6. Moving forward, where can I redeem deals using Mesra points on and after 1 December 2020?

To redeem your Mesra points, you will need to register an account at

app.setel.my/mesrarewards or redeem via the Setel app.

7. What happens if my unclaimed voucher has expired?

The expired vouchers can't be renewed or extended. We would advise you to check the voucher's expiry date and redeem it before it expires.

8. Why must I register again?

As part of our efforts to deliver a more seamless & enhanced Mesra redemption experience to you, you will need to register for a new account on app.setel.my/mesrarewards

9. I have an active Mesra Rewards redemption login with a valid email address and phone number, can I login to the new website using that credentials?

As part of our initiative to upgrade your experience with us, you are required to register for a new account on app.setel.my/mesrarewards

10. Will I still be able to use my physical Mesra Card for collecting points and making redemption on the new Mesra Rewards redemption website?

You'll be able to continue using your physical Mesra Card for points collection. Starting from 1 December 2020, head over to app.setel.my/mesrarewards to experience the new Mesra Rewards redemption. With the Setel app, you can check, earn & redeem Mesra points right from the app without swiping the card. Download the app today!

11. I am an existing Setel customer, do I need to register again on the Mesra Rewards redemption web?

No, you do not need to register again. Just login to app.setel.my/mesrarewards with your mobile phone number that is tied to your Setel account. Please ensure that you've linked and activated your Mesra Card with Setel before you proceed to redeem your Mesra points for rewards!

12. Must I download the Setel app to redeem my Mesra points?

We are constantly innovating and improving to provide a more convenient customer experience for you. With Setel, there are 2 ways for you to

redeem your Mesra points.

1. Via the Setel app, you will be able to check, earn & redeem Mesra points right from the app without swiping the physical Mesra Card.

2. Via the website app.setel.my/mesrarewards, you will be able to check, earn & redeem Mesra points for rewards starting from 1 December 2020. You may continue to redeem your Mesra points for rewards at <https://mesrarewards.foryoubiz.com/> until 30 November 2020.

13. What will happen to my current physical Mesra Card and Mesra points?

Head on over to app.setel.my/mesrarewards to register for a new account and link your physical Mesra Card. All points collected on your physical card will be reflected in your new digital Mesra account. You can now start to redeem your Mesra points for rewards via the new website.

14. I usually pay for fuel with cash / credit card / debit card and swipe my physical Mesra Card. I have not downloaded Setel can I still redeem deals on the new Mesra Rewards redemption website with my Mesra points??

You may continue to pay for fuel with other payment methods & swipe your physical Mesra Card to earn points. You may continue to redeem your Mesra points for rewards at <https://mesrarewards.foryoubiz.com/> until 30 Nov 2020. Starting from 1 Dec 2020, all Mesra members will need to perform their Mesra points redemption via app.setel.my/mesrarewards

At app.setel.my/mesrarewards, kindly register for a new account and link your physical Mesra Card. All points collected on your physical card will be reflected in your new digital Mesra account, which you use to redeem rewards

If you prefer to pay for fuel with cash, you can top up your Setel account with cash at the cashiers of PETRONAS stations today. You can then proceed to pay for fuel right from your vehicle without needing to queue at the cashier and minimise contact.

For credit card users, you can now make direct fuel payments with your credit card on Setel with CardTerus and enjoy up to 10% fuel cashback* when you pay with qualified credit cards from participating banks. Learn

more at <https://www.setel.my/promotions/cardterus/>

15. I don't have access to data and the internet, can someone else register for me?

To protect your data privacy, we strongly recommend that you complete registration on your own.

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

Please reach out to Setel Customer support via live chat or email at hello@setel.my. You can also call Mesralink at 1300-22-8888.

17. 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 per NRIC number. Kindly call Mesralink at 1300-22-8888 for further assistance.

18. I think I have a registered Mesra account but I've forgot/misplaced my physical Mesra Card. What should I do?

If you have a registered physical Mesra Card, kindly call Mesralink at 1300-22-8888 to obtain your Mesra Card number. You can then proceed to link your Mesra Card with your new account on app.setel.my/mesrarewards starting 1 December 2020.

19. How do I login into the new Mesra Rewards redemption website?

If you don't have a Setel account yet, just register on app.setel.my/mesrarewards then link your physical Mesra Card with your new account. All points collected on your physical card will be reflected in your new digital Mesra account. You can then start to redeem your points for rewards on the new website.

If you are an existing Setel user, just login with your mobile phone number that is tied to your Setel account and you may proceed to redeem your Mesra points for rewards!

20. Can I view all my newly redeemed deals on the Setel web and app?

Yes, you are able to view all your redeemed deals via app.setel.my/mesrarewards and your Setel app.

21. I don't have enough Mesra points, can I still redeem the deals?

No, you can't. Please ensure that you have sufficient Mesra points to redeem a deal.

22. Do I need to print out my voucher to claim at the merchant's outlet? How can I claim my voucher at the merchant's outlet?

No, you do not need to print out a physical voucher. To claim your deal, just go to the merchant's outlet and:

1. Launch your Setel app or login to app.setel.my/mesrarewards
2. Go to 'My Vouchers'.
3. Flash the voucher you want to claim
4. Enjoy your reward!

23. Where can I find my voucher after I've redeemed it?

On the Setel app:

1. Go to 'More'
2. Click on 'My Vouchers'

On app.setel.my/mesrarewards:

1. Login to your account
2. Under your profile name, select 'My Vouchers'. to see all vouchers redeemed

24. What happens if I accidentally swipe to use the voucher but I decided not to use the voucher yet. What should I do?

You can still use the voucher by clicking into "My Voucher" section and clicking "Past Voucher" to find the voucher and flash it to the cashier to scan the barcode during the redemption claim. For Merchants that do not have barcode scanning feature, fulfillment of any "Past Voucher" is solely at their discretion.

25. I did not read the deal description correctly. I've just realised that the voucher I've redeemed can only be claimed in Klang Valley but I am currently living in a different state. Can I get a refund?

You are required to read the voucher description before making any redemptions. Please reach out via live chat on the Setel app or email hello@setel.my

26. I do not have internet access, can I claim my voucher at the merchant's outlet?

No, you need to have internet access on your mobile phone in order to claim the voucher at the merchant's outlet.

27. Is the voucher transferable?

No, all vouchers are not transferable.

28. Can I request for a refund on a voucher that I've redeemed?

Please reach out via live chat on the Setel app or email hello@setel.my

29. What happens if my voucher has expired?

You are advised to claim your voucher before the expiry date. No voucher refund and replacement will be given.

30. Do I need to make a reservation after I purchase the voucher?

You are required to read the voucher description before making any redemptions. Certain vouchers require customers to make a reservation in advance.

31. What happens if the merchants' outlets do not recognise the voucher? What should I do?

Please reach out to Setel via Live Chat on the app, email at hello@setel.my or call Mesralink at 1300-22-8888 to lodge a report.

32. I have a problem downloading Setel, who can I contact for assistance?

Kindly reach out to us for assistance via chat or email at hello@setel.my

33. How do I register my Mesra Card?

You can register your Mesra Card following the steps below:

On the Setel App:

1. Launch the Setel app
2. Click on 'More' and select 'Mesra Card' from the menu
3. Click 'Activate'

On the Setel web:

1. Go to app.setel.my and register/login to your account
2. You will be prompted to activate your Mesra Card.

34. Once I've linked my Mesra Card with Setel, will my Mesra points be reflected in the Setel app?

Yes, all of your earned Mesra points will be reflected in the Setel app immediately.

35. I am not sure if I've already registered a Mesra Card. I am also not sure if I am an existing Setel user. Who should I check with?

If you have the Setel app, click on 'More' and select 'Mesra Card' in the menu. You will be able to check the status of your Mesra Card on Setel. If you have further inquiries, you may reach out to Setel for assistance via Live Chat on the app or email at hello@setel.my

36. I want to update my mobile phone number on Setel, who should I contact?

If you have the Setel app on your phone, you can attempt to verify by login into your Setel account. If you have not registered, you will be prompted to register. Alternatively, you may reach out to Setel for assistance via Live Chat on the app or email at hello@setel.my

37. What if I found out that somebody else redeemed my points? What can I do?

Kindly reach out to Setel for assistance via live chat on the app, email hello@setel.my or call Mesralink at 1300-22-8888.

38. Can I redeem deals directly on the Setel app?

Yes, you can redeem your Mesra points for fuel & rewards directly from the Setel app.

39. Can I view my voucher status in the Setel app?

Yes, you can view your voucher status using the Setel app.

40. Can I redeem rewards using my Mesra points and cash?

No, you can only redeem using your Mesra points.

41. Can I use my registered mobile phone number with Setel or my Mesra Card number to login to the new Mesra Rewards redemption website?

If you are an existing Setel user, kindly login using your registered mobile phone number with Setel. If not an existing Setel user, please register for a new account.

42. I have already clicked redeem for the deal but I still couldn't view the voucher under "Active Voucher" tab after 5 minutes, what should I do?

Kindly reach out to us for assistance via chat on the app or email at hello@setel.my