

How to earn and redeem your Smiles Points

Earning Smiles Points

- First, sign up for Smiles Driver Rewards at any Esso service station and start earning Smiles Points immediately. Alternatively, you can sign up for the DBS Esso Platinum Card, DBS Esso MasterCard, Esso Mobil Easipay Card, Esso Mobil Privilege Card or Speedpass, which automatically enrolls you in the Smiles Driver Rewards programme.
- Remember to present your Smiles card every time you make a purchase.
- You will receive 1 Smiles Point for every \$1.25 spent on Synergy fuel at any Esso service station.
- You will receive 35% BONUS Smiles Points when you spend \$400 nett or more on Synergy fuel with the same Smiles card in a calendar month. All BONUS Smiles Points will be credited by the end of the following calendar month.
- Smiles Points earned will not expire as long as a qualifying purchase is made with the same Smiles card in the past twelve months.

Redeeming Rewards

Select your reward, note the reward code and redeem via the following ways:

Phone

1. Call our Smiles Customer Service Hotline at 1800-300-8888.
2. Normal operating hours are 9am to 6pm, Monday to Friday (closed on Public Holidays).

Fax

1. Fill in the Smiles Redemption Form (available at any Esso service station and on the Smiles website www.exxonmobil.com/smiles/catalog) with your personal and reward details.
2. Fax the completed form to 1800-300-3333.

Hand

1. Fill in the Smiles Redemption Form (available at any Esso service station and on the Smiles website www.exxonmobil.com/smiles/catalog).
2. Hand in the completed form at any Esso service station.

Instant Redemption

Just inform the cashier of the instant reward you wish to redeem, and the required Smiles Points will be deducted from your Smiles account.

Useful Customer Service Hotline Numbers

- ExxonMobil Card Centre: 800-6011-342
- DBS Hotline: 1800-111-1111
- Motorist Hotline: 1800-347-5103
- NTUC FairPrice Customer Service Hotline: 1800-552-2722

Combining Smiles Points from Two Cards to Redeem a Reward

When you want to redeem rewards of higher value, you can combine Smiles Points with another Smiles member.

1. Fill in the Smiles Redemption Form with your particulars and those of another Smiles member.
2. Indicate the number of Smiles Points to be deducted from each Smiles account.
3. Both cardmembers' signatures are required to authorise the redemption.

Converting Smiles Points to Asia Miles, Citi Dollars and LinkPoints

Applicable to Smiles members who are also members of Asia Miles™, Citi Dollars and LinkPoints programmes.

1. Complete your personal details and membership/credit card numbers in the space provided on the Smiles Redemption Form.
2. Indicate the number of Smiles Points you would like to convert.
3. Fax the completed form to 1800-300-3333.

Processing of Rewards Redemption and Smiles Points Conversion

Please allow up to 3 weeks for processing of rewards redemption and 6 weeks for Smiles Points conversion.

Smiles Customer Service Centre

- Tel: 1800-300-8888
- Fax: 1800-300-3333
- Website: www.exxonmobil.com/smiles/catalog
- Address: ExxonMobil Asia Pacific Pte. Ltd.,
Robinson Road Post Office, P.O. Box 904,
Singapore 901804

- For the latest and complete Terms and Conditions and Frequently Asked Questions, please refer to www.exxonmobil.com/smiles/catalog

- This Smiles Guide issue supersedes all previous guides.

- ExxonMobil Asia Pacific Pte. Ltd. reserves the right to cancel, change or substitute any rewards featured in this Smiles Guide with rewards of a similar value at any time, without prior notice.

- Speedpass: 800-6011-342
- Esso Mobil Easipay Card: 6238-8383
- Esso Mobil Privilege Card: 6225-5225