

## FREQUENTLY ASKED QUESTIONS

### Enrolment / Renewal

**Q: How do I enroll in the Smiles Driver Rewards programme?**

A: Simply pick up a Smiles Application Form from any Esso or Mobil service station, complete the form and drop it off at any Esso or Mobil station, or fax to 03-7728 6225, or mail to Smiles Driver Rewards, Customer Service Centre, PO Box 9158, Kelana Jaya Post Office, 46000 Petaling Jaya, Selangor. You can then use the Smiles card to earn Smiles Points instantly. Please allow up to 4 weeks for your form to be processed to complete your registration.

**Q: Is there a membership fee to apply for the Smiles Driver Rewards Programme?**

A: Smiles membership is FREE!

**Q: Can I sign up for 2 Smiles Cards under my name?**

A: Each member is entitled to one Smiles Card only.

### Smiles Points Earning and Expiry

**Q: How do I earn my Smiles Points?**

A: Use your Smiles Card to earn points immediately at any Esso or Mobil service station in Malaysia. You will receive 1 Smiles Point for every RM 1 spent\* on Synergy fuels, whether this is paid for by cash, by credit card, or by Smiles Points! Remember to use your Smiles Card every time you make a purchase to earn your Smiles Points. Check your purchase receipt for points earned and points balance.

**Q: What are Qualifying Purchases?**

A: Qualifying Purchases refer to Synergy fuel available at Esso and Mobil service stations.

**Q: When will my Smiles Points expire?**

A: Your Smiles Points will never expire\* if you make at least one qualifying purchase at any participating Esso or Mobil service station within 12 months with the same Smiles card.

### Rewards Redemption

**Q: When can I start redeeming?**

A: You must submit your completed Smiles Application Form to activate your Smiles card for rewards redemption. As soon as you have sufficient Smiles Points, you can start redeeming rewards.

**Q: How can I find out what rewards I am entitled to?**

A: A complete list of rewards can be found in the latest Smiles Driver Rewards Guide available at all Esso and Mobil service stations, or on the Smiles website at [www.esso-mobil-smiles.com.my](http://www.esso-mobil-smiles.com.my).

**Q: How can I redeem my rewards instantly?**

A: Simply present your Smiles card at any participating Esso or Mobil service station to redeem for non-mart items\*\*\* and mart items\*\*. The Smiles Points required for your redemption will be deducted immediately.

Any mart item\*\* can be redeemed instantly in the following denomination:

RM1 worth of mart item\*\* purchases for 100 points

If you purchase more than the redemption denomination, you can pay for the remaining balance with cash.

For example:

If you purchase RM4.50 worth of mart items\*\*,  
- Redeem RM4 worth of mart item\*\* purchases with 400 Smiles Points  
- Plus pay 50sen cash

For non-mart items\*\*\*, they can be redeemed instantly in the following denominations:

RM5 worth of non-mart item\*\*\* purchases for 550 points

RM15 worth of non-mart item\*\*\* purchases for 1000 points

If you buy more than the non-mart item\*\*\* purchase denominations, you can pay for the remaining balance with cash.

**Q: How can I redeem my rewards from the Smiles Driver Rewards Guide?**

A: To redeem rewards from the Smiles Driver Rewards Guide, first select your reward, note the reward code and redeem via the following ways:

#### Fax / Mail

Fill in the Smiles Redemption Form (available at any Esso or Mobil service station) with your personal and reward details. Fax the completed form to 03-7728 6225, or submit the completed form at any Esso or Mobil service station. You can also mail the completed Redemption Form to:

Smiles Driver Rewards  
Customer Service Centre  
PO Box 9158  
Kelana Jaya Post Office  
46000 Petaling Jaya  
Selangor

Redemption Forms are available at any Esso and Mobil service stations. Please allow up to 4 weeks from the date we receive your Redemption Form for the rewards to be delivered to you.

**Q: How do I check my Smiles Points balance?**

A: Your Smiles Points balance will be printed at the bottom of your purchase receipt with every transaction made at any Esso or Mobil service station. You may also approach any cashier at Esso or Mobil service stations with your Smiles Card to check the balance. Alternatively, you can call the Smiles Customer Service Hotline at 1-300-880-323, Mondays to Fridays, 9.00am to 5.00pm, and Saturdays, 9.00am to 1.00pm.

**Q: Can I combine my Smiles Points with my spouse / friends / relatives to redeem a reward?**

A: Yes, the Smiles Driver Rewards programme allows for two-card redemptions. Both parties have to sign the Smiles Redemption Form as proof of authorization, then simply fax the completed form to 03-7728 6225 or drop it off at any Esso or Mobil service station or mail it to Smiles Driver Rewards, Customer Service Centre, PO Box 9158, Kelana Jaya Post Office, 46000 Petaling Jaya, Selangor.

### Smiles Points Transfer

**Q: Can I transfer the Smiles Points from my Smiles Taxi / Light Commercial Vehicle (LCV) / Fleetcard to my Smiles Classic card?**

A: We do not allow the transfer of Smiles Points from the Smiles Taxi / Light Commercial Vehicle (LCV) / Fleetcard to the Smiles Classic card or vice versa. However, our Smiles Driver Rewards programme allows two-card redemptions.

### Card Replacement and Member Information Update

**Q: My card is damaged / stolen / lost, what should I do?**

A: If you have misplaced your Smiles card, please report to the Smiles Customer Service Hotline at 1-300-880-323 during normal operating hours to prevent anyone from pilfering your Smiles Points. Upon receiving your report of a stolen or lost card, we will block the card immediately from being used. To replace a lost or damaged Smiles card and subsequent transfer of Smiles Points to your new Smiles card, please complete a Smiles Customer Request Form, available at all Esso or Mobil service stations. Your Smiles Points will be automatically transferred to your new Smiles Card upon replacement.

**Q: How do I inform you of my change of address or any other personal particulars?**

A: Simply complete and submit a Smiles Customer Request Form available at your nearest Esso or Mobil service station. Please allow three to four weeks for us to update the information in our system.

Do kindly notify us of any change. Changes in address or any other personal particulars can be faxed in or submitted at any Esso or Mobil service station.

\* Terms and conditions apply.

\*\* Excluding tobacco and e-pay services.

\*\*\* Excluding car wash and other on-site services.