

FREQUENTLY ASKED QUESTIONS

Here are some answers to the questions and concerns you might have about the Smiles Driver Rewards Programme.

How to Join Smiles

1. How do I join Smiles?

Step 1: Pick up a Smiles Card and a Smiles Application Form from any Esso or Mobil service station. Use the Smiles Card attached to the Application Form to begin earning points instantly!

Step 2: Fill up the Smiles Application Form.

Step 3: For your convenience, drop it off at any Esso or Mobil service 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.

Please allow up to 4 weeks for your Form to be processed to complete your registration.

2. Is there a membership fee to apply for the Smiles Driver Rewards Programme?

Smiles membership is FREE!

3. Can I sign up for 2 Smiles Cards under my name?

Each member is entitled to one Smiles Card only.

How to Earn Smiles Points

4. How do I earn my Smiles Points?

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 everytime you make a purchase to earn your Smiles Points.

Check your purchase receipt for points earned and points balance.

How to Redeem for Smiles Rewards

5. How do I purchase non-mart items*** instantly with Smiles Points?

Simply present your Smiles Card and inform the cashier that you would like to use your Smiles Points to pay for non-mart items***.

Non-mart items*** can be purchased 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.

For example:

If you purchase RM20 worth of non-mart items***,

- Pay for RM15 worth of non-mart items*** with 1000 Smiles Points

- Plus pay RM5 cash

6. How do I redeem anything** from the mart instantly?

With the Smiles Driver Rewards Programme, you can now select anything you want from the mart and use your Smiles Points to pay. Simply present your Smiles Card and inform the cashier that you would like to pay with Smiles Points.

Any mart item** can be redeemed instantly in the following denomination: RM1 worth of mart 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 purchases with 400 Smiles Points

- Plus pay 50sen cash

7. How do I redeem rewards from the Smiles Driver Rewards Guide?

Select your reward from the Smiles Driver Rewards Guide and complete the Redemption Form.

Then, either:

Drop the Redemption Form off at your nearest Esso or Mobil service station, or

Fax the Redemption Form to 03-7728 6225, or

Post 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 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.

8. Can I combine my Smiles Points with my spouse / friends / relatives to redeem a reward?

Yes, you can combine points with another Smiles member. Here's how it works:

Fill up a Redemption Form. Both parties have to sign the Redemption Form as proof of authorisation.



Drop it off at any Esso or Mobil service station, or

Fax the Form to 03-7728 6225, or

Post it to PO Box 9158, Kelana Jaya Post Office, 46000 Petaling Jaya, Selangor

9. Can I transfer my Smiles Points from my Smiles Taxi/Light Commercial Vehicle (LCV)/FleetCard to my Smiles Classic Card?

Sorry, Smiles Points from the Smiles Taxi/Light Commercial Vehicle (LCV)/FleetCard cannot be transferred to the Smiles Classic Card, and vice versa.

10. How do I check my Smiles Points balance?

Your Smiles Points balance will be printed at the bottom of your receipt every time you make a transaction 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.

Or, call the Smiles Customer Service Centre at 1-300-880-323, Monday to Friday, 9.00am to 5.00pm, and Saturday, 9.00am to 1.00pm.

11. Can I exchange my points for cash?

No. Smiles Points cannot be exchanged for cash.

What Do I Do If I Need to Replace My Card or Update My Details

12. My Card is damaged / stolen / lost, what should I do?

Lost Cards should be reported immediately to the Smiles Customer Service Centre at 1-300-880-323. Upon receiving your report of a stolen or lost Card, we will block the Card immediately from being used.

Go to the nearest Esso or Mobil service station to pick up a new Card. Complete a Customer Request Form available at all Esso or Mobil service stations, to transfer your points from your lost Card into the new Smiles Card.

13. How do I inform you of my change of address or any other details?

Just complete and submit a Customer Request Form available at your nearest Esso or Mobil service station. Please allow up to 4 weeks for the information to be updated in the system. Do notify the Smiles Customer Service Centre of any changes. All changes in address 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.

Excluding tobacco, e-pay services, car wash and other on-site services.