

## I want to check my Mesra Rewards card status. Where can I check the status

Once you already link your Mesra Rewards card in SETEL, you may check your card status at your convenience anywhere and anytime.

Step 1: Link your Mesra Rewards card in SETEL and Activate.

Step 2: Open your SETEL app

Step 3: Go to "Profile"

Step 4: Click Mesra card to view your card details.

## What should I do if my Mesra Rewards card is frozen/temporarily frozen?

If your Mesra Rewards card is frozen, please contact Mesralink via any of the channels below.

1. Phone

Call Mesralink at 1-300-22-8888.

2. Email

Send an email to [mesralink@petronas.com](mailto:mesralink@petronas.com)

Be prepared to provide the following to verify your identity.

Full name.

Mesra Rewards card number.

Identification documents (e.g., IC number/Passport number).

Details of recent transactions

## Why was my Mesra Rewards card frozen/temporarily frozen?

A Mesra Rewards card will be frozen/temporarily frozen if we detect any suspicious activities (unusual transactions, more than 1 active card, etc) or if it has been compromised (stolen, lost, etc).

## What can I still do when my Mesra Rewards card is frozen/temporarily frozen?

Depending on the Status of your Mesra Rewards card as per below:

1. Active - Able to earn and redeem points

2. Issued - Able to earn points but unable to redeem until card has been registered and activated

3. Temporary frozen - Able to earn point but unable to redeem points

4. Frozen -Unable to earn and redeem points

## My physical Mesra card number has faded. How can I get the Mesra card number?

to retrieve the Mesra card number, kindly provide receipt for for transaction using respective mesra card to [mesralink@petronas.com](mailto:mesralink@petronas.com).

Please note, Mesra card number will shown partially at the bottom part of the receipt.

## How do I check my Mesra Rewards points balance?

If you have linked the Mesra Card in your SETEL app, you can check Mesra Rewards points balance in the SETEL app and go to Rewards. Your remaining Mesra points balance will be displayed in the Rewards page.

If you have not linked the Mesra Card in your SETEL app yet, kindly link and activate your Mesra card in SETEL app. You can check Mesra Rewards points balance in the SETEL app and go to Rewards. Your remaining Mesra points balance will be displayed in the Rewards page.

## How can I change my Mesra card ownership to my family members?

Mesra card is intended for personal use. Mesra card holder cannot change ownership to other individual details. The respective family members may register and activate Mesra card in their own SETEL account.

However, if Mesra card holder would like to update information (email address, phone number, address) please contact Mesralink at 1-300-22-8888 or email [mesralink@petronas.com](mailto:mesralink@petronas.com)

## How do I maintain my current Mesra membership level?

The Mesra membership level is determined based on the amount of Mesra points earned for the month through purchases with the Setel app. You will level up instantly when you've met the minimum requirements for each tier.

If you do not meet the minimum requirements of each tier every month, you will be downgraded by 1 level in the following month.

Example:

10 April 2022: You've successfully earned 50 Mesra points. You will enjoy 1.5x Mesra points for every litre of fuel spent under the Junior level.

21 April 2022: You've successfully earned 270 Mesra points. You will be instantly upgraded to Hero level and enjoy 3x Mesra points for every litre of fuel spent.

5 May 2022: You earned 0 Mesra points in the entire month of May. Starting 1st June 2022, you will enjoy 2x Mesra points for every litre of fuel spent under the Explorer level.

## How do I get to the next membership level?

All Mesra members on the Setel app will begin at the Junior level. To reach the Hero level, you'll need to earn at least 280 Mesra points each month. To earn Mesra points and level up, just purchase fuel and purchase Kedai Mesra items (Excluding bills, prepaid top-ups and cigarettes) with the Setel app.

Bonuses for each level:

Junior Level: 1.5x Mesra points for every litre of fuel purchased

Explorer Level: 2x Mesra points for every litre of fuel purchased

Hero Level: 3x Mesra points for every litre of fuel purchased

All Mesra membership tiers: 1x Mesra Rewards point for every RM1 spent at the Kedai Mesra.

The more you use the Setel app, the more Mesra Rewards points you'll earn.

## Will redeeming my Mesra Rewards points affect my membership level?

No, Mesra points redemption will not impact your Mesra membership level. You will continue enjoying the benefits of your level as long as you've met the minimum monthly requirements.

## Why did my Mesra membership level drop?

Your Mesra membership level will drop if you do not earn enough points. The number of points collected determines your level the following month.

Junior Level: earn points from 0-99 Mesra Rewards Points

Explorer Level: earn points from 100-279 Mesra Rewards Points

Hero Level: earn points from 280 Mesra Rewards Points onwards

If you linked your physical Mesra Rewards card to the Setel app, you will start at the Junior level regardless of the current point balance.

You can also check your membership level to see how many points you will need.

Follow the step to view your Mesra Membership Level:

1. Launch the Setel app and tap Rewards.
2. Tap on your Mesra membership level.
3. You can see your current membership level and how many points you need to level up to the next tier.
4. For more info on membership levels, tap the i icon.

## Does earning Mesra Rewards points via the outside payment terminal (OPT) contribute towards the membership tier level?

Mesra Rewards points earned through mobile number input at the OPT will contribute towards the membership tier in SETEL. Please ensure to enter the correct phone number registered to your Mesra Card

## What is the new way to earn and redeem Mesra Rewards points at PETRONAS station?

You can earn and redeem Mesra points by just keying in your mobile number at the Outdoor Payment Terminal (OPT) screen at the pump or Customer Display Screen (CDS) at the counter.

## How to redeem Mesra points for fuel at the pump?

- STEP 1: Select "Redeem Mesra points".
- STEP 2: Enter your mobile number.
- STEP 3: Enter your 6 digits passcode. Register your Mesra account at [www.setel.com/mesrarewardsregister](http://www.setel.com/mesrarewardsregister).
- STEP 4: Enter the amount of points to be redeemed.
- STEP 5: Lift nozzle to start fuelling.
- STEP 6: Mesra points will be deducted from your account.

## How to redeem Mesra points at cashier counter?

- STEP 1: Check your item.
- STEP 2: Enter your mobile number.
- STEP 3: Enter your 6-digit passcode.
- STEP 4: Proceed to redeem your points.
- STEP 5: Transaction completed.

## What happens if I lost my Mesra card?

Mesra card lost has to be block immediately to avoid any unauthorised usage of Mesra card. This conversation will be forwarded to live agent to proceed further.

## Can I still get a physical Mesra Rewards card?

Unfortunately, the production of the physical Mesra Rewards card has been discontinued. We recommend using the virtual Mesra Rewards card as you can get it automatically when you use the Setel app.

All you need to do is activate the digital card and you can use it immediately!

## Does Mesra points expire? If it does, how long the duration for Mesra Rewards point active before it expire?

Yes. Mesra Points will expire after 3 years. For instance, all points earned in August 2019 will only be expired on 31 August 2022, 3 years later after the points have been acquired.

Do note points will automatically expire in the system accordingly. Hence, the expiration cannot be extend.

## How do I avoid my accumulated points from expiring?

To avoid your points from expiring, do not keep them for too long. You are advised to frequently redeem your points through Setel app, Mesra Rewards or at any PETRONAS stations (for fuel or Mesra store items).

## How do I know if my Mesra Rewards points are expiring?

For non-Setel customers, an email will be sent to the email registered to your Mesra account. For Setel customers, you can check for expiring Mesra Rewards points by tapping Rewards. Any expiring points will appear along with the expiration date. Mesra Rewards points generally have a 3-year expiry date from the date it was earned. However, Mesra Rewards points gained from promotions and events are subject to the promotion's terms and conditions.

## How long does it take for my points to be credited into my account?

Points will be credited into your account within 1 working day for normal transactions and up to 14 working days for dispute or contest, at our discretion.

## Can I still collect points without my PETRONAS Mesra card?

Yes, you can download Setel and link your Mesra card in the app to continue collecting points without your physical PETRONAS Mesra card by making your payment through Setel app. Alternatively, you can enter your registered phone number at the Outdoor Payment Terminal (OPT) or at the Cashier to earn Mesra points.

## What if I don't register my PETRONAS Mesra card?

If you don't register, you can still collect Mesra points but you will not be able to redeem on Mesra Rewards, Mesra store items, fuel or others.

## Can I share my phone number with my family members to collect points from their purchases?

You are not recommended to do so in order to prevent your card from being blocked for fraud suspicion. We suggest your family members create and register their own Mesra Rewards card so they can collect points from their purchases.

## How are Mesra Rewards points calculated?

Mesra Rewards points are calculated based on the transaction type.

Fuel Purchases: 1 Litre = 1 point

Kedai Mesra & Deliver2Me: RM 1 = 1 point

EV Charging, Motor Insurance, Setel Pay, Auto Assistance & Parking : RM 5 = 1 point

Bonus points are based on your membership tier for fuel purchase only.

## Can my Mesra points be converted to cash?

No. Your points cannot be converted to cash.

## What can I do with my Mesra Rewards Points

Earn & redeem your Mesra Reward points for rewards. Here's how you can get the most out of your Mesra points:

1. Convert your Mesra points to Setel Credit and refuel or shop at PETRONAS Stations
2. Redeem exciting deals from Mesra Rewards on the Setel app or

[www.setel.com/mesrarewards](http://www.setel.com/mesrarewards)

## What happens when I turn off Mesra Rewards points redemption for the physical Mesra Rewards card in SETEL apps?

When you turn off the redemption feature, you would not be able to redeem your Mesra Rewards points, but Mesra Rewards points can still be earned.

When you want to redeem with your physical Mesra card, you can turn the feature on and swipe your physical card for redemption instantly.

## How can I redeem my Mesra Rewards point in SETEL Apps?

1. Launch the Setel app and tap Rewards.
2. Tap Redeem points.
3. Enter the amount you want to redeem then tap Redeem.
4. A summary will appear once your redemption is successful. The redeemed amount will be credited to your Setel Wallet.

## Can I transfer my Mesra Rewards points to another account?

Mesra Rewards points cannot be transferred between different users.

If you own more than one (1) account, you can combine the Mesra points from your accounts into a single consolidated account.

## Can I register for two cards?

No. Members can only have one card active at any particular time. [Click here](#) to view the Terms & Conditions.

## How to activate my Mesra Card on setel.com

1. Go to setel.com. On setel.com/mesrarewards, register or login with your mobile number. Enter the verification code sent to your mobile phone.
2. Activate/Link. Click "Profile" and select Mesra Card. Click on Activate to activate your virtual Mesra Card. If you have a physical Mesra Card, contact Setel's customer support to transfer your points.
3. Done! You can now earn, check & redeem your Mesra points for exciting rewards on setel.com/mesrarewards.

## How can I replace a faulty or lost PETRONAS Mesra card?

Currently PETRONAS has stop distributing physical Mesra card. You can get new virtual Mesra Rewards card from SETEL.

## How can I enjoy 3x Mesra Points?

Unlock new levels and earn up to 3x Mesra points when you refuel with Setel

### PHYSICAL KAD MESRA / KEY IN MOBILE NUMBER

1x Point

You can only level up by purchasing fuel with the Setel App

### JUNIOR LEVEL

1.5x Points

Earn 0-99 Mesra points monthly

### EXPLORER LEVEL

2x Points

Earn 100-279 Mesra points monthly

### HERO LEVEL

3x Points

Earn at least 280 Mesra points monthly

You will instantly level up as soon you've met the requirements of each tier. The amount of points collected with a calendar month will also determine your tier for the following month.

You will only enjoy bonus Mesra Rewards points under each membership level when you use the Setel app to fuel at PETRONAS stations.

If you choose to swipe your physical Mesra Rewards card instead, you will only get 1x points for every litre of fuel purchased.

## Will I get bonus points for my purchases of non-fuel items at Kedai Mesra

Unfortunately, bonus points are only awarded for fuel items. Bonus points are not available for non-fuel items.

However, the points from the purchases will count and be collected. This will be used to determine your membership level. For more info, check out our Mesra Rewards points page.

## Can I earn bonus points if I pump diesel?

Yes, bonus points are awarded based on your Mesra membership level for all fuel purchases (petrol or diesel).



## How do I check my Mesra Rewards points history?

1. Tap Profile.
2. Tap Mesra points history.
3. Tap on a Mesra point entry for more details.

You can also check your Mesra Rewards points history through the Setel website

## How do I check my Mesra Rewards points history through the Setel website?

1. Go to the Setel website and log into your account.
2. Click on your profile th
3. Click Mesra history.

## How to link or activate my Mesra Card on the Setel app

1. Launch Setel

Register for a Setel account or launch the Setel app. At the homepage, click on More and select Mesra Card.

2. Activate

Click on Activate to activate your virtual Mesra Card.

3. Link

If you have a physical Mesra Card, select the Link Now button in the app to link your Mesra Card and transfer your Mesra points.

4. Done!

Done! You can now earn, check & redeem your Mesra points for exciting rewards on the app.

## How to use my virtual Mesra Rewards card without the Setel app at pump?

1. Choose your payment method.
2. Enter your registered phone number and press the green circle button to continue.
3. Confirm your mobile number. Once confirmed, you can begin fueling.
4. The points will be granted to the Mesra Rewards card that is linked to the phone number after the fuelling is completed.

We recommend using Setel app as any points earned from purchases will automatically be added to your account.

## How to use my virtual Mesra Rewards card without the Setel app at cashier counter?

1. Pay at counter upon checking your item.
2. . Enter your registered phone number
3. Confirm your mobile number.
4. The points will be granted to the Mesra Rewards card that is linked to the phone number

## How do I raise a dispute?

Thank you for reaching out to us regarding your concern. To assist you further with your dispute, we will transfer you to our live agent. They are fully equipped to address your issue and provide the necessary support.

On the other note, you can reach our Customer Service team at 1300-88-8181 or via email at [mesralink@petronas.com](mailto:mesralink@petronas.com)

## Reference

1. Customer Service Email  
[mesralink@petronas.com](mailto:mesralink@petronas.com)