

What is the PETRONAS Gift Card?

It is a reloadable and reusable card that can be conveniently used to purchase fuel from Outdoor Payment Terminals and products at Mesra Store. It is as good as cash, with no PIN required, thus eliminating the hassle of recalling another set of numbers.

Where can I get my PETRONAS Gift Card?

For individual purchases, you can get your PETRONAS Gift Card at any PETRONAS Station. The minimum denomination purchase for each PETRONAS Gift Card is RM30.00 and can be reloaded at any PETRONAS Stations with top-up facility.

Why should I use the PETRONAS Gift Card?

1. Ease of use – Eliminate the need to visit the cashier and handle cash; you can now directly purchase fuel at the pump.
2. Create a unique and highly functional gift option.
3. Suitable for businesses as a component of corporate incentive strategies. An excellent method to express gratitude or make an impact on clients and staff while nurturing positive relationships.

Do I get my Mesra Points when I purchase fuel and products from Mesra Store?

Yes. You will still enjoy the suite of rewards with your Mesra Card & collect Mesra Points when you transact with your PETRONAS Gift Card

Where can I top-up or reload my Gift Card?

You may reload your Gift Card at any PETRONAS Station. The minimum reload for the card is RM10.00. Currently there are over 1000 PETRONAS Stations with top-up facilities.

Where can I get access to the full Terms and Conditions for the usage of the PETRONAS Gift Card?

You can access it anytime from at our MyMesra website. Click https://www.mymesra.com.my/clients/asset_E09476E5-9A3F-437E-995E-88B99F82B020/contentms/img/pdf/T&C_PETRONAS_GiftCard_2years.pdf to learn more.

How to purchase/order Gift Card in large quantity/for corporate use?

For bulk purchases, you can email Mesralink at mesralink@petronas.com

How can I register PETRONAS Gift Card?

PETRONAS Gift Card is as good as cash. The card is not required to register.

How do I check my card balance?

You can check your balance at any PETRONAS Stations nationwide which have top up facilities or call Mesralink at 1300-88-8181

Will the balance of my PETRONAS Gift Card expire?

Yes, your Gift Card balance will expire five years from the card issuance period. You are advised to proceed with card replacement within 60 days from expiry date due to transfer balance only valid within the duration.

Previously, I have request to blocked my Gift Card due to lost but now I already found the Gift Card. How to reactivate the Gift Card?

You may request for card activation by contacting Mesralink at 1300-88-8181 or email to mesralink@petronas.com.

Please note you are required to provide details in order to activate the card

Details required:

1. Name
2. Contact Number
3. IC Number
4. Gift Card Number

How do I replace my expired PETRONAS Gift Card?

Customers are required to return old physical card to our Customer Experience Centre or arrange for a courier to deliver the card to the address provided below:

PETRONAS CUSTOMER EXPERIENCE CENTRE

Ground Floor, The Place @ Ampang, PT27423 (Lot 36904), Jalan Kolam Air Lama, Taman Dato Ahmad Razali,
68000 Ampang, Selangor.

Attn: PGC Replacement (CSS)/ +603 - 4264 5640

PETRONAS Gift Card return need to include with the below details:

- Name:
- Contact number:
- Address:
- Email:
- Old Gift Card number:
- New Gift card number (if any):
- Reason of the replacement:

Please note, customers with expired PETRONAS Gift Card will only have 60 days from the expiry period to request a balance transfer to a new card. A replacement fee of RM 10 will be charged for any successful replacement. The expired Gift Card needs to be returned to address stated above.

What should I do if I lost my PETRONAS Gift Card?

You are required to report to mesralink to block your card immediately.

Please note, your PETRONAS Gift Card is as good as cash. No refund will be made for the lost card.

What should I do if I have multiple card that expiring soon?

Customers are required to return old physical cards to our Customer Experience Centre or arrange for a courier to deliver the card to the address provided below:

PETRONAS CUSTOMER EXPERIENCE CENTRE
Ground Floor, The Place @ Ampang, PT27423 (Lot 36904),
Jalan Kolam Air Lama, Taman Dato Ahmad Razali,
68000 Ampang, Selangor.
Attn: PGC Replacement (CSS)/ +603 - 4264 5640

PETRONAS Gift Card return need to include with the below details:

- Name:
- Contact number:
- Address:
- Email:
- Old Gift Card number:
- New Gift card number (if any):
- Reason of the replacement:

Please note, customers with expired PETRONAS Gift Card will only have 60 days from the expiry period to request a balance transfer to a new card. A replacement fee of RM 10 will be charged for any successful replacement. The expired Gift Card needs to be returned to address stated above.

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

Reference

1. Customer Service Email
mesralink@petronas.com