



SHELL “Ekstra KM Belanja” Campaign FAQ

General

1. What is Shell “Ekstra KM Belanja” campaign?

“Ekstra KM Belanja” is the first campaign introduced by Shell Malaysia Trading Sdn Bhd (Shell) that enables you to use your Kilometre (KM) with Shell fuels as a currency to purchase offer items at a discount from any Shell SELECT, and deli2go stores across Malaysia. By pumping more petrol at Shell, you will be able to increase your KM for purchasing a wider variety of items offered.

2. What are other selective benefits included?

Shell will also be selecting 40 lucky customers to be giving away one year worth of Shell fuels in the form of Shell digital vouchers, taking care of their fuel consumption for the rest of 2022.

3. What are the terms to stand a chance to win one year worth of fuel from Shell?

The 40 lucky winners will be selected based upon redeeming their KM for offer items via the campaign microsite from any Shell SELECT & deli2go stores. The more you redeem, the higher the chances for being selected as one of the winners. Customers will need to create an account via the campaign microsite and redeem at least one offer item as pre-requisites.

4. At which Shell stations can customers purchase offer items using their KM?

Customers can purchase offer items at any Shell SELECT and deli2go stores across Malaysia using their KM.

5. What are the range of offer items customers can purchase with their KM from the Shell SELECT & deli2go stores?

Customers can choose from a wide array of offers; snacks, beverages, lubricants, car care accessories and other essentials from Shell SELECT, and Malaysians’ favourite food and beverage from Shell deli2go. Customers can also utilise their Kilometres “KM” to redeem offer items from deli2go’s new range of hot food, launching in May 2022.

Campaign Steps

1. How do I purchase items using KM?

Using your KM is easy and convenient. Follow these simple steps below:



- Pump Shell FuelSave, Shell V-Power or Shell V-Power Racing at any Shell petrol stations in Malaysia
- Collect final receipt after payment and dispensing of fuel.
- Scan the “Ekstra KM Belanja” QR code that can be found around and within Shell SELECT stores using any mobile phone devices camera and it will bring you to the microsite
- Once in the microsite, scan and upload the receipt
- The microsite will convert the fuel purchase on the receipt to Ekstra KM Belanja “KILOMETERS” (1 Liter = 20 KILOMETERS)
- To browse redemption voucher selection, create a simple account and start redeeming discount vouchers for 38 offers across Shell SELECT, deli2go.
- Pick the offer item of choice at any Shell SELECT and enjoy the discounted offers by flashing the discount voucher barcode redeemed via the microsite.
- Redeem more offer items during the campaign period to stand higher chance to win one year worth of fuel (40x winners)

Note:

i) 1st redemption: Min 390 KILOMETERS (actual purchase of 19.5 liter of fuel = RM40 SFS95 OR RM75 SVP.

ii) The more the customers redeems, the higher the chance for the customer to stand a chance to win one year worth of fuel. (40 x winners)

Campaign Period

1. When will customers be able to begin collecting KM?

The campaign begins on the 1st of May 2022 and will end on the 30th of June 2022. This is the period for customers to able to collect KM by pumping RM40 worth of Shell FuelSave 95 or collect 390KM with Shell V-Power or Shell V-Power Racing.

2. Until when can customers utilize their KM for redemption?

Customers will be able to use their KM as a currency to redeem items via the microsite from all Shell SELECT stores beginning from the 1st of May 2022 until 10th of July 2022. All unutilized KM and vouchers will be automatically expired after the campaign redemption end date which is the 10th of July 2022. No more redemption is allowed after 10th July 2022.

Registration & Redemptions

1. Is it mandatory for me to register an account in the microsite?



Yes, it is mandatory, this is to avoid losing unsaved progress as receipts scanned in the microsite would not be allowed to be re-scanned for the second time. Shell will not be able to retrieve all unsaved data.

2. Is there a minimum amount of fuel I need to pump to collect KM?

There is no minimum amount of fuel purchased to collect KM.

However, you need to collect a minimum of 390KM of fuel (RM40 Shell FuelSave 95 or 19.5Liters of Shell V-Power) for the first redemption. After surpassing the minimum requirement, you can then enjoy and redeem whichever discounted offers available the microsite with sufficient KM.

3. What is the conversion of Kilometers to the amount of fuels pumped?

1 Liter = 20KM

4. Are all the redemption items limited?

Yes, all items have specific redemption quantities and while stocks last only.

5. How many offer items can I redeem?

There is no limit to the number of items you can redeem with sufficient KM and while stocks last. Customers can choose up to a variety of 38 combos within the microsite

6. Is it a must to scan the receipts immediately after my purchase at the station?

No, you can do so at the comfort of your own home, as long as it is within the campaign period. All KM collected will be saved when you are registered and logged into the microsite.

7. How do I participate to Win Free Fuels for 1 Year?

Participation will be automated; all you need to do is redeem any offer items at Shell Stations, and you will be in the running. One redemption = One entry and there is no limit in number of entries.

Technical & Others

1. How can I access to the microsite?

You can access the microsite via QR codes that are available in Shell SELECT. Alternatively, you can access via::



(i) Web Browser at www.ekstrakmbelanja.com

(ii) Official Shell website

<https://www.shell.com.my/motorists/promotions/ekstrakmbelanja.html>

(iii) via an email link if you have registered in the Microsite before.

2. **Can I accumulate several receipts and upload them in one session in the microsite?** Yes, you are allowed to upload several receipts at one time or session.

3. **Can I hold multiple accounts on the microsite?**

ONE (1) account is allowed per email address.

4. **What if my receipts valid but rejected by the microsite?**

For any issues with the Microsite, you can contact our [Live Chat](#), Shell Hotline at 1-300-88-1808, or email to generalpublicenquiries-my@shell.com

a. Are pre-authorized receipts accepted?

Pre-authorized receipts are **NOT** accepted.

5. **Will I be able to see the number of redemptions (entries) submitted in microsite?**

Since Win Free Fuels participation is automated you will only be able to see how many available unredeemed vouchers you have in your "wallet" in the microsite.

6. **Is the Kilometer collection and redemption instant?**

Yes, once you upload a receipt, the Kilometers will be calculated and displayed automatically.

You can then browse, choose any offer items, and redeem items from Shell SELECT instantly.

7. **Can I still collect BonusLink points with my Fuel and Shell SELECT purchases?**

Yes, you just need to swipe your BonusLink card when you make a fuel/SELECT item purchase during the campaign period for even more rewards.

8. **How would I know if I have been selected as the winner for a year worth of fuels?**



You will be contacted by a fulfilment agency via the mobile phone number registered within the microsite. Hence providing a valid mobile phone number is critical during account creation.

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