

SHELL & VISA CAMPAIGN

Frequently Asked Questions (FAQs)

Q1: Which retail sites is the promotion taking place at?

The promotion will take place at selected sites across Pakistan. The list of sites can be found on our website.

Q2: What is the duration of this campaign?

This campaign commenced on November 1st, 2019 and will end on January 31st, 2020.

Q3: I visited the Super Gas site, and they had no clue about the campaign, what's going on?

We sincerely apologize for the inconvenience caused. The promotion is only being run on limited sites therefore site staff of other retail sites will not be aware of this promotion. To know more about the retail sites where the promotion is active and for any other promotion related queries, please call Shell Customer Service Center for more details 0800-74355 (Shell).

Q4: What is the New Promo about?

Shell leads the industry in giving customers several payment options on its sites. To encourage customers and increase the awareness of payment options, Shell is rewarding customers who pay with their Visa card on our sites through this promotion.

Q5: How will I know that I have won the prize?

The winners will be contacted by Shell via contact information provided by VISA and their respective banks.

Q6: Can you give me more details on your promotion prize?

Just spend Rs. 3,000 or more with your Visa card at selected Shell stations and you may go home in an all new Mercedes A-Class Sedan. Be it Fuels, Lubricants, Select or any other purchase, pay with your Visa Card and avail this amazing opportunity.

Q7: Can you clarify what does "any purchase" constitute?

Fuels, Lubricants, Select Store, Lube Bays, anything purchased at promo site via Visa card.

Q8: I spent Rs. 3,000 but wasn't asked for any information; how will Shell know that I used by VISA card at its retail site?

All your transactions above Rs. 3,000 or above are automatically picked up by your respective bank and shared with VISA and Shell.

Q9: Can I spend Rs.3,000 at a McDonald's restaurant at your Forecourt and be eligible for the promotion?

McDonald's is not a part of this promotion. Apart from McDonalds all other Alliance partners on our sites are included in this promotion.

Q10: I just made a purchase of Rs. 3,000, but the machine isn't working to charge my VISA card, what do I do?

The customers will have to contact their respective banks to file all such complaints regarding VISA cards and POS machines on sites.

Q11: Is there a limit to the number of times I can use my VISA card during this promotion?

No, there is no cap on the number of entries, more entries mean a higher probability of availing this opportunity.

Q12: Am I eligible each time I use my VISA card for Rs. 3,000 or more?

During the promotion period, every VISA card holder is eligible to avail this opportunity, provided they are spending Rs. 3,000 or more on selected Shell sites.

Q13: I spent / swiped PKR 500 on Shell Select and paid through my Visa card, shortly after this I fueled at the Forecourt and spent / swiped PKR 2,500 with my Visa card, will my transaction be classified as an entry?

No, single collective transaction / swipe of PKR 3,000 or more will only be counted as an entry.