

## **FAQs on SHELL PREMIUM PORTFOLIO CONSUMER PROMOTION**

**Q: Can you give me more details on the promotion?**

Consumers may win an all paid 3 nights trip to Paris, France with any person of their choice. There will be 6 winners over a period of 6 weeks. On every transaction of Rs. 2,500 or more on Shell V-Power or Oil Change of any Shell Helix Ultra or Shell Helix HX7 (3 and 4-liter bottles only) the consumer will receive a scratch card through which they will enter the draw to win a trip for two to Paris, France along with guaranteed instant prizes mentioned at the back of the voucher each time.

**Q: When does this campaign end?**

This campaign starts on 10<sup>th</sup> April 2019 and is valid until 20<sup>th</sup> May 2019, please visit your nearest Shell petrol pump which have Shell V-Power and Oil Change facility and avail the opportunity.

**Q: Where is this promotion running?**

This promotion is running on select sites of Pakistan, please visit our page to get more details about the sites where this promotion is running: [www.shell.com.pk](http://www.shell.com.pk)

**Q: Is the promotion running at Marine Drive site?**

Yes, this promotion is running at Marine Drive petrol pump, Karachi. For more details, about where this promotion is running, please visit our page: [www.shell.com.pk](http://www.shell.com.pk)

**Q: What do I need to do to enter the promotion and win the instant gift?**

Make a transaction of Rs. 2,500 or more of Shell V-Power or Oil Change of any Shell Helix Ultra or Shell Helix HX7 (3 and 4-liter bottles only) made between 10<sup>th</sup> April to 20<sup>th</sup> May 2019 will be qualified and counted towards the promotion.

**Q: Can I request for an instant prize of my own choice?**

Only specific instant prize mentioned at the back of the voucher can be redeemed at the site stated in this campaign.

**Q: Which SKUs are part of the Consumer Promotion?**

Shell V-Power  
Helix Ultra 0W- 20 (3L, 4L)  
Helix Ultra 5W-40 (3L, 4L)  
Helix Ultra 5W-20 (3L, 4L)  
HX7 (3L, 4L)

**Q: I bought Shell V-Power worth Rs 2,500, but they did not give me the scratch card or the instant prize.**

Sorry for the inconvenience caused, please call on 0800-SHELL or email at [generalpublicenquiries-pk@shell.com](mailto:generalpublicenquiries-pk@shell.com) and register your complaint.

**Q: I got my Oil changed with Shell Helix Ultra but they did not give me the scratch card or the instant prize.**

Sorry for the inconvenience caused, please call on 0800-SHELL or email at [generalpublicenquiries-pk@shell.com](mailto:generalpublicenquiries-pk@shell.com) and register your complaint.

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

Sorry for the inconvenience caused, please call on 0800-SHELL or email at [generalpublicenquiries-pk@shell.com](mailto:generalpublicenquiries-pk@shell.com) and register your complaint.

**Q: I went to xx site but didn't get a voucher, please explain.**

This promotion is running on select sites of Pakistan, please visit our page to see the list of selected sites running this promotion: [www.shell.com.pk](http://www.shell.com.pk)

**Q: What will I get in this promotion?**

You will get an exciting instant gift mentioned at the back of the voucher and you may win 3 nights all paid trip for two to Paris, France; on the purchase of every transaction of Rs. 2,500 or more of Shell V-Power or Oil Change of any Shell Helix Ultra or Shell Helix HX7 (3 and 4-liter bottles only).

**Q: How will I know if I have qualified for the draw?**

You will be notified via SMS confirming your entry in the draw.

**Q: How will I know if I have won the prize?**

Winners are determined by a random selection from a pool of qualified SMS submitted. The winners are notified via SMS through the same number they receive the initial confirmation message, followed by a phone call.

**Q: What is Shell V-Power?**

Shell V-Power is a premium fuel designed for improved performance. With DYNAFLEX Technology, the reformulated fuel is designed to clean and protect your engine. Shell V-Power formulation targets a key enemy of engine performance and efficiency – dirt deposits and help to clean them away as you drive.

Shell V-Power is also formulated with a new friction reducing ingredient, designed to help key engine components turn more freely – helping to reduce wasted energy.

**Q: Why is Helix more expensive at your retail sites than at my oil change station?**

Retail sites offer genuine Helix products, provide oil change services through oil change experts on dedicated oil change facilities at the retail sites.

**Q: I would like to talk about an experience I have had at a Shell site, who do I contact?**

Please call us on 0800-SHELL or email at [generalpublicenquiries-pk@shell.com](mailto:generalpublicenquiries-pk@shell.com)