

## SHELL V-POWER CAMPAIGN ON SHELL CARD Frequently Asked Questions (FAQs)

The promotion is that Shell Cardholders who successfully consume at least 30 liters of Shell V-Power on their Shell Card between 1<sup>st</sup> August 2020 to 31<sup>st</sup> August 2020 ("Qualified Shell Cardholders") might land themselves a free shell fuel card with 100 liters fuel balance already loaded on it ("Free Shell Fuel Card") to be redeemed at Shell Fuel Stations where a Shell Card Machine is located. There will be 5 (five) winning Shell Cardholders selected to receive Free Shell Fuel Card ("the Winners") and there will only be 1 winner from an organization/principal card holder. Additionally, Shell Pakistan Limited ("SPL") will provide credit worth Rs 50,000 (the "Credit Note") to 1 Winner's organization/principal cardholder (the "Winning Organization") by passing a credit note in its Shell Cards invoice. ("Promotion").

### **Q. Can there be more than 1 Winner of the Free Shell Fuel Card from 1 organization?**

No. Winners will be determined by random selection from the pool of Qualified Shell Cardholders by Shell. There can just be 1 Winner from 1 organization. If the random selection from the pool of Qualified Shell Cardholders results in 2 Shell Cardholder's PANs being selected from 1 organization then only the first Shell Card PAN drawn from the pool will be considered as one of the five Winners.

### **Q: How will I know that I have won?**

The Winners will be contacted by Shell within September 2020 and will also receive their Free Shell Fuel Card within September/October 2020. Shell will contact the Winners and the Winning Organization via the registered focal managing the Shell Card account in the organization to hand over the Free Shell Fuel Card. However, Shell will not be held liable in case the registered focal cannot establish contact with the Winners or the Winning Organization for whatsoever reason and for any defect in information provided to Shell by the focal. In such cases where contact cannot be established with the Winners or Winning Organization for whatsoever reason, Shell will conduct another round of random selection of Qualified Shell Cardholders to determine new Winners and Winning Organization.

### **Q. When will the Credit Note be passed?**

The Credit Note worth Rs 50,000 will be passed in the September 2020 Shell Cards invoice of the Winning Organization.

### **Q: Which Shell Fuel Stations is the Promotion taking place at?**

The Promotion will take place on all Shell Fuel Stations across Pakistan that have a Shell Card Machine and sell Shell V-Power. The Free Shell Fuel Card can be redeemed at any Shell Fuel Station that has a Shell Card Machine.

### **Q: What products can I buy on my Free Shell Fuel Card?**

The Free Shell Fuel Card can only be redeemed on Shell Super at any Shell Fuel Station that has a Shell Card Machine.

### **Q. How do I enter the Promotion?**

All Shell Cardholders who consume at least 30 liters of Shell V-Power between 1<sup>st</sup> August 2020 and 31<sup>st</sup> August 2020 will qualify and be automatically be entered into the Promotion. No information needs to be provided by the Shell Cardholder at the Shell Fuel Station.

### **Q. I have consumed Rs 3,000 of Shell V-Power on cash/credit card because my Shell Card transaction was unsuccessful on the Shell Card machine at the Shell Fuel Station; will this transaction count towards the Promotion if I provide a receipt of my purchase?**

No. Only the total liters of Shell V-Power successfully consumed on a Shell Card between 1<sup>st</sup> August 2020 and 31<sup>st</sup> August 2020 will count towards the Promotion.

### **Q: What is the duration of this campaign?**

This campaign will commence on 1<sup>st</sup> August 2020 and will end on 31<sup>st</sup> August 2020.

### **Q. How many winners will there be?**

There will be 5 Winners who will receive a Free Shell Fuel Card and 1 Wining Organization who will receive a credit note worth Rs 50,000 in its September 2020 Shell Cards invoice.

**Q. I consumed 100 liters of Shell V-Power on my Shell Card between 1<sup>st</sup> August 2020 and 31<sup>st</sup> August 2020, will my Shell Card be entered 3 times in the Promotion?**

Yes. On every 30 liters of Shell V-Power consumed on a Shell Card between 1<sup>st</sup> August 2020 and 31<sup>st</sup> August 2020, an entry will be made against the Shell Card PAN in the Promotion.

**Q. Does a Shell Card transaction have to be 30 liters or more of Shell V-Power to be counted in the Promotion?**

No. A Shell Card transaction can be of any amount as long as the total Shell V-Power consumed on a Shell Card between 1<sup>st</sup> August 2020 and 31<sup>st</sup> August 2020 is at least 30 liters.

**Q: I visited a Shell Fuel Station 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 Shell Fuel Stations and has only been advertised via emails sent to the focals managing the Shell Card account in an organization. To know more about the Shell Fuel Stations where the Promotion is active and for any other Promotion related queries, please call Shell Customer Service Center for more details 021-111-345-543.

**Q. Can there be more than 1 Winner of the Free Shell Fuel Card from 1 organization?**

No. Winners will be determined by random selection from the pool of Qualified Shell Cardholders by Shell. There can just be 1 Winner from 1 organization. If the random selection from the pool of Qualified Shell Cardholders results in 2 Shell Cardholder's PANs being selected from 1 organization then only the first Shell Card PAN drawn from the pool will be considered as one of the five Winners.

**Q: I conducted a transaction of 30 liters of Shell V-Power on my Shell Card between 1<sup>st</sup> August 2020 and 31<sup>st</sup> August 2020 but wasn't asked for any information on the Shell Fuel Station; how will Shell know that I used my Shell Card?**

All Shell Cardholders who consume more than 30 liters of Shell V-Power between 1<sup>st</sup> August 2020 and 31<sup>st</sup> August 2020 will automatically be picked up by our system and do not need to provide any information at the Shell Fuel Station.

**Q: Is there a limit to the number of times I can use my Shell Card during this promotion?**

No, there is no limit.

**Q: I consumed Shell V-Power on my Shell Card but lost it in mid-August 2020, and I have now applied for another Shell Card. Can I transfer my consumption on my new Shell Card once I receive it?**

No. Entries into the Promotion are automatic and are linked to a Shell Card PAN. If a Shell Card is lost, misplaced or cancelled for any reason, consumption on that particular Shell Card cannot be transferred to a new Shell Card.