

FAQ on KAMEK Loyalty programme

1. What is the KAMEK Loyalty programme?

The KAMEK is a loyalty programme is an initiative by SEDC Energy (SEDCE) that is rewarding customers with points for every fuel purchase made at any participating PETROS Multifuel Station (MFS). Points collected can be redeemed for various rewards in accordance with the programme's terms and conditions.

2. How do I register for the KAMEK Loyalty programme?

Customers may register through either of the following methods:

- I. **Digital Card:** Download the **KAMEK App** from the App store and complete the registration.
- II. **Physical Card:** Obtain a free KAMEK physical card from any participating station and register manually with assistance from the station crew

Note: Registration is required before points can be collected or redeemed. Each card number is uniquely assigned to one individual.

3. Is there a membership fee to Apply for the KAMEK Loyalty programme?

No. Membership is **FREE** for all customers.

4. Can I combine KAMEK+ points from multiple cards?

No. Points are **non-transferable** and are tied to the individual card number registered under each customer account.

5. How do I earn my KAMEK+ points?

Customers earn **1 KAMEK+** point for every **1 litre** of fuel purchased at any participating PETROS MFS.

6. What can I redeem with my KAMEK+ points?

KAMEK+ points can be redeemed for fuels at any participating PETROS MFS. Every **500 KAMEK+** points can be redeemed for **RM5 worth of fuel**.

7. How do I redeem my KAMEK+ points?

Customers can redeem their points in two ways:

There are two ways to redeem your points:

- I. **KAMEK App:** Redeem points by purchasing a Fuel Cash Voucher through the App, which can be used at any participating PETROS MFS.
- II. **On the Spot:** Redeem points instantly by presenting your KAMEK card during fuel purchases at any participating PETROS MFS (subject to system availability).

8. Is there any expiry date for my KAMEK+ points?

Yes, KAMEK+ points are valid for 2 years from the date they are earned.

9. Can I earn or redeem points for non-fuel items?

No, KAMEK+ points can only be used for fuel transactions.

10. Where can I check my KAMEK+ points balance?

Customers can check their points via the KAMEK App or at any participating PETROS MFS.

11. What should I do if my physical card is lost, stolen or damaged?

You have two options:

- I. Secure your account immediately by logging in to KAMEK App to change your PIN immediately. Once changed, you may continue collecting and redeeming points using the existing digital card in the App.
- II. Request for a replacement card by reporting the issue to Customer Service immediately to request that your physical card be blocked. Once the card is blocked, you may collect a replacement card (RM10 fee) at any participating station.

Note: Each card number can only be registered to one individual.

12. Will my points be lost when I get a new card?

No. Existing points will **not** be lost.

To reinstate your existing points to the new card:

1. Complete the [Customer Request Form](#)
2. Submit it at any participating station or email it to retail@sedcenergy.com

Please allow up to **four (4) weeks** for your points to be updated upon verification. Important: SEDCE will not be held responsible for any points lost if customers fail to notify the company regarding card blocking or any issues related to card security.

13. Will there be any promotions or special offers for KAMEK members?

Yes, **promotions and special offers** will be rolled out periodically. Check out our official website, social media platforms or the **KAMEK App** for updates.

14. Can I exchange my KAMEK+ points for cash?

No, KAMEK+ points can only be exchanged for **instant rewards** at any participating PETROS MFS

15. Do I get any rewards when I sign up for KAMEK Loyalty programme?

Yes, customers will receive a **welcome bonus of 100 KAMEK+ points** when you sign up.

16. How soon will my points reflect in my account after a fuel purchase or redemption?

Points from valid transactions are updated within one (1) day. For any missing points or disputes, customers may contact **Customer Service** for assistance.

17. How can I get customer support for KAMEK?

KAMEK App: Use "Contact Us" feature.

Phone: **+6017 597 7375** for general inquiries.

Whatsapp: **+62 8131 5007 070** for issues regarding the KAMEK, including point disputes, missing or incorrect points, transactions, registration or login errors and OTP issues.

18. What should I do if I didn't receive the OTP during registration?

If OTP is not received, customers should contact Customer Service via Whatsapp **+62 8131 5007 070 (whatsapp only)** for assistance.

19. Can I change any personal particulars associated with my KAMEK card?

Customers can update their details by:

1. Filling in the [Customer Request Form](#)

2. Submitting it at any participating station or emailing it to retail@sedcenergy.com

Please allow up to **two (2) weeks** for updates to be processed upon verification.

NOTE: SEDCE reserves the right to update or amend this FAQ at any time without prior notice.