

# Esso Fleet Card

## Frequently Asked Questions

### Q1 When will I receive my Esso Fleet Card?

A. You should receive your Esso Fleet Card within 14 working days after you have successfully activated your Diners Club/VICOM Cobrand Credit Card. Esso will also mail you a separate Esso Fleet Card Personal Identification Number (PIN) within 7 working days after you have received your Esso Fleet Card.

### Q2 What purchases can I charge to my Esso Fleet Card?

A. Your Esso Fleet Card can be used for fuel purchases only (petrol and diesel) at any Esso Station in Singapore. Please charge other purchases at the station to your Diners Club/VICOM Cobrand Credit Card.

### Q3 How do I pay for my fuel at the Pump or at the in-store Cashier Counter?

A. At the Pump, simply insert the Esso Fleet Card into the card reader, key-in your Esso Fleet Card PIN, fill-up your fuel tank and press for a fuel receipt. At the Counter, present your Esso Fleet Card, key-in your Esso Fleet Card PIN and obtain a fuel receipt.

### Q4 Where will my Esso Fleet Card charges be posted to?

A. All transactions with your Esso Fleet Card will be autobilled and posted to your Diners Club/VICOM Cobrand Credit Card Account. Please make payment directly to Diners Club upon receipt of your Diners Club Statement of Account.

### Q5 What savings do I get from my Esso Fleet Card?\*

A. You can get up to 23.2% fuel savings, based on 18% Rebate on the gross fuel price and 2% Additional Rebate on the gross fuel price, plus a monthly \$10 Bonus Rebate. The 18% Rebate and 2% Additional Rebate are limited to fuel purchases of up to \$150 per day and \$1,000 per month. To qualify for the \$10 Monthly Bonus Rebate, a minimum net spend (amount after the 18% + 2% Rebates) of \$250 per month on your Esso Fleet Card and \$250 per month on your Diners Club/VICOM Cobrand Credit Card are required. The \$10 Bonus Rebate is valid for 4 consecutive calendar months from the month of card issuance

Total Fuel Purchase	18% Rebate	2% Additional Rebate	Bonus Rebate	Total Rebates	Fuel Savings \$72.50/\$312.50
\$312.50	\$56.25	\$6.25	\$10	\$72.50	<b>23.2%</b>

### Q6 My fuel receipt shows the Full pump price, where are my rebates shown?

A. The 18%+2% Rebate will be reflected in your next month's Diners Club Statement of Account. The \$10 Bonus Rebate, if qualified, will be credited to your Statement of Account in the following month; for example: for eligible transactions in January, the \$10 Rebate will be credited in March.

### Q7 How many Esso Fleet Cards am I eligible for?

A. One Esso Fleet Card will be issued to each Basic and Supplementary Cardmember.

### Q8 What if my Diners Club/VICOM Cobrand Credit Card or Esso Fleet Card is lost or misplaced?

A. For both types of card, please call Diners Club at Tel: 6571 0128 to report and get a replacement card. While your Diners Club/VICOM Cobrand Credit Card is being replaced, you can still continue to use your Esso Fleet Card if you still have it.

### Q9 Can I change the Esso Fleet Card PIN issued to me?

A. Yes, you can change it to your preferred number at the Esso Station in-store Cashier Counter.

### Q10 Can I close my Diners Club/VICOM Cobrand Credit Card and retain the Esso Fleet Card, and vice versa?

A. When your Diners Club/VICOM Cobrand Credit Card is closed, your Esso Fleet Card will also be closed. You may choose to close your Esso Fleet Card even if you retain your Diners Club/VICOM Cobrand Credit Card.