

## Shell Monthly Tiered Points - FAQ

**1. How long will the Shell Monthly Tiered Points be suspended for?**

It will be suspended for 6 months from 1 Oct 2020 to 31 March 2021.

**2. This suspension is applicable for which type of fuels?**

The suspension is for Shell FuelSave 95, Shell V-Power 97 and Shell V-Power Racing. Purchases of Shell Diesel are not affected and you can continue to collect Points.

**3. I pumped Shell fuels in the month of September 2020, will I still get my monthly tiered Bonus Points?**

Yes, you're still entitled for the Shell Monthly Tiered Points in Sept 2020. Your Bonus Points will be credited into your Account by end October 2020.

**4. I was not informed on this suspension.**

This suspension is temporary and has been communicated via BonusLink social media pages, website, as well as email and SMS notification. Email and SMS notification has been sent to selected qualifying individuals.

**5. How will the Shell Monthly Tiered Points suspension benefit me?**

A more rewarding campaign will begin on 19 October 2020 and end on 31 March 2021. Members can continue to pump at Shell during this campaign period and still qualify for other promotional offers.

**6. Can I still collect BonusLink Points at Shell during this suspension period?**

Yes, you may continue to use your BonusLink / Virtual Card to collect BonusLink Points as per normal. Standard Points structure applies. Every 1 litre of Shell fuel = 1 Point and every RM1 spent at Shell Select = 1 Point\*.

\* Qualifying Goods include all Costa & Deli2Go. Excludes tobacco, E-Pay, Touch n Go, top-ups and reload products and services. Excludes all clip-ins and co-locators such as KFC, Tealive, Fuel Shack, etc. within Shell Select or beside it.

**For more information please contact our contact centre at 03-76261000**