

(ABECHA) ESSO FLEET CARD
Frequently Asked Questions (FAQs)

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1 Application

1.1 How do I apply for an ABECHA ESSO Fleet Card?

You can or use below Link to submit registration online.

<http://www.sesami.net/abecha/esso/UBER/instruction-UBER.aspx>

1.2 How long will it take to process my application?

Your application will be processed immediately upon completion of application. Fleet card and pin number will be mailed to your address within 2-3 weeks if you sign up using credit card, 3-4 weeks if you sign up using GIRO.

2 Refundable Security Deposit

2.1 Why do I need to pay a \$200 refundable security deposit?

We ask customers to secure their account to ensure that we will have the resources available to continue providing reliable service to all customers. Unlike most other businesses, we provide credit limit upfront and bill our customers after they have used our services. This billing and deposit practices promote fairness by ensuring that all customers pay for the fuel they use so that all our customers can continuously enjoy the preferential discount.

2.2 When will be the security deposit deducted?

Once your payment mode is validated, the security deposit will be deducted from your authorized payment mode (i.e. Credit Card or GIRO) and only upon successful deduction, the fleet card will be created and mailed to you.

You will be notified via SMS of the deduction result.

2.3 How do I get back my refundable security deposit?

You can call or email Abecha Customer Care to request for termination of the FleetCard. If you do not have any outstanding payment with us, your refundable security deposit will be refunded within 7 working days upon acknowledging your request for Termination. If you have outstanding payment with us, your refundable security deposit will be put on hold.

3 Usage of Fleet Card

3.1 Do I need to activate the Fleet Card?

No activation is required for Fleet Card, it can be used immediately with the 4-digit pin.

3.2 How do I use the Fleet Card at the pump?

- a) Swipe the card and key in 4-digit pin to activate pump.
- b) The pump icon will light up indicating that your Fleet Card is being read. Wait for the approval message on the screen. Choose your Synergy fuel product and top up. Replace nozzle and the pump icon lamp will go off. If you need a receipt, press 'receipt'.
- c) That's it! Your transactions will be deducted from your giro/credit card after 2 working days.

3.3 Can the Fleet Card be used for other purchases?

No. The Fleet Card can only be used for fuel purchases at ESSO.

3.4 Is there a limit to the number of transactions per day?

Yes, 2 transactions can be made per day on your Fleet Card

This is an ExxonMobil security feature to minimize unauthorized usage due to lost or stolen cards.

3.5 What is the credit limit of my Fleet Card and how can I change credit limit?

By default, the monthly credit limit is SGD \$800 for each vehicle. The transaction will be stopped if you exceed your credit limit. However, you can email us at custcare_bc@abecha.com to change your credit limit. The fuel limit can be increased with additional security deposit (please refer to the table below).

Fuel Limit Code	Fuel Limit Amount	Additional Security Deposit
A	\$800	\$0
B	\$1,200	\$100
C	\$1,600	\$200
D	\$2,000	\$300
E	\$2,500	\$400

3.6 Is there a minimum spending required per month?

No, there is no minimum spend.

3.7 Is there any expiry date for the card?

A Fleet Card has a 4-year validity period and all active transacting cards will be renewed automatically. You will receive a new card within one month of your Fleet Card expiry date. Your Fleet Card will be deactivated if there are no transactions for 6 consecutive months.

3.8 Will I earn "Smiles" points with purchases under Fleet Card?

No, the Abecha-Esso Fleet Card only provides upfront discount.

3.9 What if I have changed my personal details, e.g. Mobile number or mailing address?

You can email us at custcare_bc@abecha.com to update your personal information.

3.10 What if I lost my Fleet Card?

You would have to call Abecha's hotline at 6333 1188 Option 1 to request to deactivate the Fleet Card immediately. Alternatively, you can email custcare_bc@abecha.com and request to deactivate the FleetCard. A replacement Fleet Card will be sent to you at your mailing address within 10 working days.

3.11 What if I lost/forget my pin number for the Fleet Card or I need to change the pin?

You can reset your pin at the cashier counter at any petrol station or email custcare_bc@abecha.com to request for a new pin number. Kindly provide the fleet card no., vehicle no. and mailing address. A new pin no. will be sent

to you within 7-10 working days. Please note that if you key-in your pin no. more than 3x incorrectly, your fleet card will be temporarily suspended and it will only reset after 24 hours.

3.12 How can I upgrade my monthly fuel limit?

To request for upgrade monthly fuel limit, please follow the following steps:

- 1) Send your request to custcare_bc@abecha.com and we will acknowledge your request
- 2) Arrange additional security deposit through fund transfer to DBS current account 003-901424-4
- 3) SMS 9172 2703 indicating NRIC, amount and put the reason as "additional security deposit".
(e.g. Additional security deposit of **\$100** from **S1234567A**)

Upon receiving your fund transfer, your monthly fuel limit will be adjusted within 7-10 working days.

Fuel Limit Code	Fuel Limit Amount	Additional Security Deposit
A	\$800	\$0
B	\$1,200	\$100
C	\$1,600	\$200
D	\$2,000	\$300
E	\$2,500	\$400

3.13 How the Additional 3% Rebate works

Additional up to 3% rebate is applicable if nett fuel spend per calendar month is more than \$350 and will be credited back to your registered payment mode in the 2nd week of the following month.

ESSO Fleet Card (Private Hirer)	
20% Upfront Discount	Example
Monthly Fuel Spend (April'18)	\$1,000
Upfront Fuel Discount	20%
Payment Amount (Deducted via GIRO/Credit Card)	\$800
3% Cash Rebate	
Additional Cash Rebate (Eligible for Fuel Spend more than \$350 in a calendar month)	3%
Amount Credited Back to your GIRO/Credit Card (In the 2 nd week of the following month, i.e. May'18)	$\$800 * 3\% = \24

4 Billing and Deduction

4.1 When do you charge my GIRO / Credit Card?

Your pump amount will be deducted from your registered GIRO **Two (2) working days after your pump date**. For Credit Card, your pump amount will be charged to your registered credit card **One (1) working day after your pump date**. An Abecha-Esso Invoice reflecting the amount after discount will be sent to your email address together with an SMS One (1) day after your pump date.

Please note that the SMSes and Emails sent are meant to only serve as a reminder. Due to network issues, there may be delays in the sending/receiving of the SMS/Email. We encourage you to keep track of your fuel transaction amount and deduction dates to avoid any deduction failure.

Note: Abecha will not be held responsible for any deduction failures due to any sms/email not received.

Please refer to the deduction schedule below:

Pump Date	Deduction Date
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday/Saturday/Sunday	Tuesday

4.2 Why doesn't the Abecha-Esso discount show on the Esso Station receipt at the pump station when I used my Fleet Card?

The amount shown on the station receipt is before discount. The amount after discount to be deducted from your Giro/Credit Card will be sent to you by email and SMS 1 day after your pump date.

The additional rebate from your credit card (if any) will be shown in your monthly credit card statement.

An example is shown below:

How the Discount Rate works

Example 1 (Fleetcard + Citibank Cash Back Card)

Billing mode selected during fleetcard application is Citibank Cash Card .					
Assuming that your total pump price at the petrol station is \$100.					
	Discount Rate	Discount Type	Discount Amount	Payable Balance	Remarks
Abecha - ESSO Fleet Card (For payment at petrol station)	20% (off \$100)	Upfront Discount	\$20	\$80	Upfront 20% discount off petrol pump price will be reflected in the fleetcard weekly Statement of Account
Citibank Cash Back Card (Billing Mode)	8% (off bal. \$80)	CashBack	\$6.40	\$73.60	Additional 8% off balance amount will be reflected in Citibank Cash Back Card monthly statement. T&Cs apply.
Total Discount	26.4%	N.A.	\$26.40	\$73.60	The total discount rate is 26.4%
Note:					
Only use your fleetcard or speedpass to make payment at the petrol station.					
The fuel spend after 20% upfront discount will be charged automatically to your billing mode, ie Citibank Dividend Card.					
Only Citibank Cash Back Card issued in Singapore qualifies for the additional 8% Cashback.					

* Additional 8% Cash Rebate with Citibank Cash Back card (applies on balance fuel amount after 20% upfront discount). T&C applies, for more details, please visit <http://www.citibank.com.sg/dv8tc>

Example 2 (Fleetcard + Other Citibank or OCBC Credit / Debit Card)

Billing mode selected during fleetcard application is **OCBC Credit Card**.

Assuming that your total pump price at the petrol station is \$100.

	Discount Rate	Discount Type	Discount Amount	Payable Balance	Remarks
Abecha - ESSO Fleet Card (For payment at petrol station)	20% (off \$100)	Upfront Discount	\$20	\$80	Upfront 20% discount off petrol pump price will be reflected in the fleetcard weekly Statement of Account
OCBC Credit Card (Billing Mode)	Enjoy the normal benefits of your credit card				Depending on the benefits of the credit card, any additional discount or cash rebates will be reflected in your credit card monthly statement.
Total Discount	20%	N.A.	\$20	\$80	

Note:

Only use your fleetcard or speedpass to make payment at the petrol station.

The fuel spend after 20% upfront discount will be charged automatically to your billing mode, ie other OCBC Credit Card.

Example 3 (Fleetcard + Interbank Giro)

Billing mode selected during fleetcard application is **Interbank Giro**.

Assuming that your total pump price at the petrol station is \$100.

	Discount Rate	Discount Type	Discount Amount	Payable Balance	Remarks
Abecha - ESSO Fleet Card (For payment at petrol station)	20% (off \$100)	Upfront Discount	\$20	\$80	Upfront 20% discount off petrol pump price will be reflected in the fleetcard weekly Statement of Account
Interbank Giro (Billing Mode)	N.A.	N.A.	N.A.	\$80	No further discount. Fuel spend after 20% discount will be deducted from your registered Giro Account.
Total Discount	20%	N.A.	\$20	\$80	

Note:

Only use your fleetcard or speedpass to make payment at the petrol station.

The fuel spend after 20% upfront discount will be charged automatically to your billing mode, ie Giro Account.

4.3 Will my fuel discount be changed if I default on payment?

With effect from 26 May 2017, fuel discount will be adjusted for payment failure

Tier	Number of payment failure in a month	Adjusted Fuel Discount
1	0	20%
2	1 time	18%
3	2 times	16%
4	3 times	14%
5	> 3 times	Permanent suspension

Note:

- If your fuel discount has been adjusted downwards (e.g. From 20% to 18%), but for the whole of the following month there's no payment failure, your fuel discount will be adjusted back to 20%.
- As long as you have one or more payment failure in a month, your fuel discount will not be adjusted upwards. (e.g. if your current fuel discount is 16%, and you had failed one payment for this month, your fuel discount will not be adjusted upwards to 18%.)
- Once a payment failure occurs, the fuel discount will immediately be adjusted downwards accordingly.

Example:

Driver A registered on 12 Apr 2017 and failed in one payment on 25 Apr 2017, his fuel discount will be adjusted to tier 2 (18%) on 25 Apr 2017. In May 2017, there are another two payment failures, his fuel discount will be

adjusted again to tier 3 (16%) in May 2017. And in June, there's no payment failure for the whole month, his fuel discount will be adjusted back to tier 1 (20%) on 1st working day of July, i.e. 3 Jul 2017.

Month	Number of payment failure in a month	Adjusted Tier	Adjusted Fuel Discount
Apr-17	Register on 12 Apr	Tier 1	20%
Apr-17	1	Tier 2 (Adjusted on 25 Apr)	18%
May-17	2	Tier 3	16%
Jun-17	0	Tier 3	16%
Jul-17	0	Tier 1 (Adjusted on 3 Jul)	20%