

Shell x Grab Partners Service Program – Terms and Conditions

1. The Shell x Grab Partners Service Program (“**Program**”) is jointly organized by Grabcar Sdn Bhd (Company No. 1089444-V) (“**Grab**”) and Shell Malaysia Trading Sdn Bhd (Company No. 6087-M) (“**Shell**”) with Michelin Malaysia Sdn Bhd (Company No 597991-M) (“**Michelin**”)
2. The Program period is from 07 January 2019 (12:01 AM) and shall be active for one year (1 year) or until terminated by Shell Malaysia Trading Sdn Bhd & GrabCar Sdn Bhd
3. This promotion is open to all Grab Drivers (“**Participants**”) at selected Tyreplus’s outlets (“**Participating Workshops**”). For the list of Participating Workshops, please refer to **Appendix A**.
4. To participate in the Program and redeem the Program Benefits in clause 5:-
 - (a) Participants must be a registered owner of a Malaysian registered vehicle;
 - (b) Participants must be a certified Grab Driver;
 - (c) Participants must be “No Status”, “Silver”, “Gold”, “Platinum” Status on GrabAllstars.com to redeem the benefits.
 - (d) Participants must purchase an oil change package of Shell Helix HX8 X (“**Qualifying Products**”) at the Participating Workshops
 - (e) Participants may not redeem the offer more than once within 3 weeks.

For the avoidance of doubt, Participants who purchase Qualifying Products from any other parties other than the Participating Workshops shall not be eligible for this Program.

5. Participants who fulfil all requirements in clause 4 shall enjoy the following benefits (“**Program Benefits**”):-
 - (a) 31% discount on Shell Helix HX8 X 4L service package at RM 145 on first visit;
 - (b) 31% discount on Shell Helix HX8 X 4L service package at RM 145 on second visit;
 - (c) Free Shell Helix HX8 X 4L on the third visit

For the avoidance of doubt,

- (d) Shell Helix service package is inclusive of Shell Helix HX8 X 4L, Oil Filter (generic branded) and labor charges at the price of RM145.
- (e) Participants who opt for other oil filter brands are required to bear the differential cost according to the Oil Filter Top-Up Price Guideline in **Appendix B**.
- (f) To redeem the Free Shell Helix HX8 X 4L, Participants must perform oil change service at a Participating Workshops.
- (g) Participants are required to pay RM25 for the Oil Filter (generic brand) and labor charges when redeeming the Free Shell Helix HX8 X 4L. Participants who opt for other oil filter brands is subject to clause 5(e).
- (h) In the event Participants’ vehicle consumes more than 4L lubricants, Participants have the option to purchase an additional bottle of Shell Helix HX8 X 4L at the price of RM140 or RM35 per liter, subject to the Participating Workshops’ final discretion.

- (i) Any payment shall be made directly to the respective Participating Workshops.
 - (j) Only the vehicle in which the Participants have registered with GRAB is entitled for the Program benefits.
6. Participants who fulfill two (2) months consecutively as Platinum drivers will be rewarded an additional bottle of Shell Helix HX8 X 4L ("**Additional Reward**"). To redeem the Additional Reward:-
- (a) Participants must achieve Platinum status for two (2) consecutive months.
 - (b) Eligible Participants will be given voucher to redeem the Additional Reward. Voucher is issued on the 20th of each month and is valid for 45 days from the date of issuance.
 - (c) Additional Reward can only be redeemed on the third month.
 - (d) To redeem the Additional Reward, Participants must perform oil change service at a Participating Workshops
 - (e) Participants are required to pay RM25 for the Oil Filter (generic brand) and labor charges when redeeming the Additional Reward. Participants who opt for other oil filter brands is subject to clause 5(e).
7. Participants shall refer to GrabAllStars.com or In-App Notification via Grab Driver App for all notification related to the Program Benefits. For further details, please refer to www.graballstars.com or grb.to/platinum
8. By participating in this Program and redeeming the Program Benefits, the Participants expressly agree and consent to:
- (a) Participate in this Program and be bound by the Terms and Conditions including all Shell's decisions in relation to the Program.
 - (b) Allow Shell, its Affiliates and its agencies to process and disclose to any third party, all personal data of the Participants provided by the Participants for this Program for any and all purposes in relation to this Program and any and all other activity relating to or arising from the course of business or businesses of Shell and its Affiliates.
 - (c) Allow Shell to collect, use, disclose and share amongst themselves and their respective service providers, the Participant's personal data, including the photographs or audio-video or other recordings of the Participants for publicity and/or use in advertisement across all media, in its original or edited format, and whether to promote the Program or otherwise without further notification, remuneration or compensation; and
 - (d) Authorize Shell to process the Participants' personal data provided pursuant to this Program in accordance to the Program Privacy Policy which forms an integral part of the Program Terms and Conditions.
9. All decision on all matters including but not limited to the eligibility of the Participants, Program Mechanics and/or Program Benefit for this Program or in the event of any dispute shall be final and binding and no correspondence or appeals shall be entertained.
10. Shell reserve the right to cancel, terminate or suspend this Program with or without any prior notice. For the avoidance of doubt, cancellation, termination or suspension by Shell of this Program shall not entitle any party to any claim or compensation against Shell for any and all

losses or damage suffered or incurred by any party as a direct or indirect result of the act of cancellation, termination or suspension.

11. In no event will Shell be liable for any loss or damages including without limitations, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages of any party including third parties howsoever arising whether in contract, tort, negligence or otherwise, in connection with this Program, even if Shell have been advised of the possibility of such damages in advance, and all such damages are expressly excluded.
12. All Participants shall be personally responsible for all taxes, rates, government fees or any other charges that may levied against them under applicable laws, if any, in relation to this Program.
13. Shell reserves the right at its absolute discretion to amend, delete from time to time, shall prevail over any provisions or representations contained in any other Program material advertising this Program.
14. For more information, please visit Grab Website at grb.to/platinum.

Program Privacy Policy

Please read the Privacy Policy carefully so that you can understand how we collect and use the personal data that you provide us. By submitting your personal data to be eligible for the Program, you will be treated as having given your consent where necessary and appropriate, for disclosures referred to in this Privacy Policy.

1. When is this Privacy Policy applicable?

This Privacy Policy is applicable to the processing of your personal data as a result of being a participant of the Program. On the website you will find a number of links to other websites. Although these websites are selected with care, we are not responsible for the processing of your personal data through these websites. This Privacy Policy is therefore not applicable to the use of such websites.

2. Who is the controller of your data?

The controllers for the processing of your personal data are:

Shell Malaysia Trading Sdn Bhd (6087-M)

Level 33, Menara Shell, No 211, Jalan Tun Sambanthan 50470 Kuala Lumpur, Malaysia.

3. For what purpose do we process your personal data?

In this Privacy Policy we describe what personal data we process and for what purposes.

3.1 Customer service and relationship management

- **What does this purpose entail?**

If you contact our Customer Service Centre with a question or a complaint, we may ask you for certain information to identify yourself and to help us respond to your enquiry. We use any personal data supplied only for this purpose and to improve our customer support services.

- **Which personal data do we process for this purpose?**

To be able to respond appropriately to your question or complaint, we note details of your question or complaint in our customer database. We may also ask you for contact details in order to keep you informed about your question or complaint.

3.2 Participation in promotions

- **What does this purpose entail?**

Shell regularly runs promotions for its customers. In some cases, we will ask you to provide us with your personal data through a registration form, advertisement or website in order to participate in the promotion.

- **Which personal data do we process for this purpose?**

If you choose to participate in such promotions, we may process the personal data provided by you (including your name, mobile telephone number, age, address and e-mail address) in order to register or confirm your participation, to determine whether you fulfill the promotion conditions and to send you any prizes or benefits. Depending on the promotion we may also process information on your participation in the promotion, such as scores, submissions or prizes/benefits won.

3.3 Offers for Shell Products and Services

- **What does this purpose entail?**

As a customer of Shell, you may receive offers and information from Shell (“Offers”). Such Offers may include but are not limited to the issue of:

- electronic newsletters with offers and general information;
- discounts for Shell products.

You may receive your Offers by regular mail, email, SMS, social media, coupons, through the Website or any other digital channels used by you.

- **Which personal data do we process for this purpose?**

For sending you Offers, we may process the personal data provided by you (including your name, address and e-mail address). In order to be able to provide you with more personalised Offers, Shell may analyze your purchase history (including data regarding (i) specific products you buy, (ii) the total amount of your purchases per transaction, (iii) the time and place of the purchases you make and (iv) the payment method you use), your use of the Website and e-mails you receive from Shell, your location based on your IP-address, your participation in promotions and your responses to surveys.

In order to determine your preferences, Shell may also combine your personal data already known by affiliates of Shell including those obtained through websites, apps, coupons, social media, survey’s, promotions and other digital channels, along with purchases of customers with similar interests and supplemental socio-demographic information about you from third party sources in order to analyze your previous purchases.

- **Opting out of Offers**

You can at any time stop receiving Offers by contacting our Customer Service Center at +603 7955 3824.

3.4 Administering the Promotion

- **What does this purpose entail?**

We process your personal data in order to administer your participation in the Program.

- **Which personal data do we process for this purpose?**

We may process any or all of the personal data provided by you during your registration and participation in the Program, such as your name, mobile telephone number and email address.

3.5 Technical and functional management of the Website

- **What does this purpose entail?**

When you visit or use the Website, we process some technical information about you (such as your IP address) to provide you the functionalities of our online services and to manage them. With this technical information we are able to manage the Website, for example to resolve technical failures or to improve their reliability.

- **Which personal data do we process for this purpose?**

We process technical data such as the IP address of your computer, tablet or smartphone, details of the pages you have visited on the Website, the web browser you use to surf, previous/subsequent sites that you have visited and the length of your visit/session.

3.6 Preventing, detecting and investigating fraud

- **What does this purpose entail?**

Shell may use the personal data you provide to prevent, detect and investigate fraud and to enforce its Terms and Conditions.

4. Who has access to your data?

Shell may disclose your personal data to any of the following:

- Authorized third party companies involved in the operation of the Promotion, such as any other company that is permitted to supply products and/or services to participants of the Program;
- Any agents, service providers and/or subcontractors of Shell and its affiliates; and
- Any person to whom Shell proposes to transfer any of its rights and/or duties.

Except as set out in this Privacy Policy, we will not disclose or process any of your personal data without your permission unless we are legally entitled or contractually required to do so or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our users/customers or other individuals. Only if Shell is required to do so by law, will your personal data be provided to supervisory agencies, fiscal authorities and investigative agencies.

If at any time you wish us to stop processing your personal data for any or all of the above purposes; please opt-out by contacting our Customer Service Center at +603 7955 3824. We will stop the use of your personal data for such purposes as soon as it is reasonably possible to do so.

5. How do we secure your personal data?

We have implemented technology and policies with the objective of protecting your privacy from unauthorized access and improper use.

6. Who to address regarding questions and requests of access, removal etc.

We aim to keep our data about you as accurate as possible. If you would like to review, change or delete the details you have supplied to us, please send your request by contacting our Customer Service Center at +603 7955 3824.

7. Modifications and Conflict

This Privacy Policy may be changed over time. You are advised to regularly review the Privacy Policy for possible changes. In the event of conflict between the English version and the Bahasa Malaysia version of this notice, the English version shall prevail.

Appendix A: Participating Workshops

No	NAME	Address	Location	Phone Number
1	SPEEDSTAR TYRE SDN BHD	1130 & 1131, Persiaran Sultan Abdul Hamid	Alor Setar	04-772 7891
2	KIANG TYRE BATTERY ALIGNMENT SERVICES	290 & 292, Jalan Kangar Alor Setar,	Kangar	012-4303458
3	NHH (KLG) ENTERPRISE SDN BHD	49-50, Jalan Gunung Lambak 1, Taman Gunung Lambak	Kluang	07-7733725
4	MYSL TYRE TRADING SDN BHD	6019, Jalan SJ 5/1, Pekan Seremban Jaya	Seremban	06-6783388
5	FONG CHIONG TYRE & SERVICES SDN BHD	26 & 27, Jalan Bintulu/Miri, P.O.BOX 3167, Medan Jaya Commercial Centre	Bintulu	086-312188
6	BOK TYRE & BATTERY SDN BHD	56, Persiaran Mahsuri 2, Bandar Sunway Tunas, Bayan Lepas	Penang	04-6463858
7	CHIA AUTO CENTRE (PANDAN INDAH) SDN BHD	55 & 55A, Jalan Pandan Indah 4/6B	Kuala Lumpur	03-42965668
8	CITY TYRE TRADING	101-103, Jalan Serampang,	Johor Bahru	07-3311941
9	CL TYRE SDN BHD	Lot 20, Ground Floor, Lorong Kurma 1, Likas Industrial Centre, Mile 5.5 Tuaran Road	Kota Kinabalu	088-380280
10	ENKAI AUTOMOBILE SDN. BHD.	46, Jalan Alam Damai 1, Alam Damai, Cheras	Kuala Lumpur	03-91001367
11	ERA MAJU RACING WHEELS & BATTERIES SDN BHD	27 & 29, Jln Sasa 5, Ulu Tiram	Johor Bahru	07-8610 340
12	FEI YUE TYRES SDN BHD	46, Lorong Ulu Sungai Merah 1	Sibu	084-252111
13	HAWK TYRE SERVICE	1, Jalan Harimonium 23/12,	Johor Bahru	07-3543366
14	HOCK CHEONG BATTERY & TYRE SDN. BHD.	176, 178 & 180 Jalan Dr. Lim Chwee Leong, Prangin Road	Georgetown	04-2619191
15	HUA HIN MARKETING SDN BHD	318, Jalan Sg. Besi	Kuala Lumpur	03-92238202
16	JS AUTO SERVICES SDN BHD	20 Jalan Juruodit U1/76, Batu Tiga Light Industrial Park	Shah Alam	03-55134003
17	KIM HENG CAR CARE SDN BHD	Lot 81, Jalan PJS 11/7	Petaling Jaya	03 56116628
18	KINTRAC ONE STOP SERVICE CENTRE SDN BHD	Lot 5365, Jalan Laksamana Cheng Ho	Kuching	082-255977
19	KLH CAR & TYRE SERVICE SDN BHD	425, BT 2 3/4, Jalan Ipoh	Kuala Lumpur	03-4042 8608
20	KS ONE TYRE SERVICE CENTRE	1638 & 1639, Jalan Junjong	Kulim	04-4904978
21	LIAN SENG SERVICE CENTRE SDN BHD	181, Jalan Dato Sulaiman,	Johor Bahru	07-3323316
22	MA HOE HENG TYRE & BATTERY SDN BHD	54, Jalan Bakri, Muar,	Muar	06-9544217
23	NOVA AUTOCARE (PJ) SDN. BHD.	No. 76, Jalan SS24/2	Petaling Jaya	03-78031933
24	NOVA AUTOCARE (PPS) SDN BHD	G-2 Jalan Puteri 4/9,	Puchong	010-2202233
25	NOVA AUTOCARE SDN BHD	No. 38, Jalan 6/62A,	Kepong	03-62776688
26	NZSP AUTO CENTRE	11, Jalan Cindai Jaya 1,	Sg Petani	012-5369878
27	OVERSEAS TYRE SERVICES CENTRE	No. 5334, Jalan Kenari 19, Bandar Putra, Kulai	Johor Bahru	07-5988879
28	PERKHIDMATAN TAYAR SIN CHU HIN SDN. BHD.	1&2, Jalan Tupai Terbang, Taman Sri Saga	Batu Pahat	07-4334988
29	PERNIAGAAN TAYAR & BATERI TEIK LEONG SDN BHD	113-113A, Jalan Tan Sri Teh Ewe Lim (Jalan Batu Lanchang)	Georgetown	04-6583814
30	POMCEK SOLUTIONS SDN BHD	LOT 5207-A, JALAN 2/44, Taman Kemumin	Kota Bahru	09-7732709
31	PUSAT PERKHIDMATAN MEMBAIKI KERETA S8 SDN BHD	No. 22-G-1, Jalan Medan Pusat Bandar 4A, Seksyen 9	Bandar Baru Bangi	03-89261591
32	PUSAT SERVIS KENDERAAN RODAPRO	Lot PT3539K, Jalan Gong Badak	Kuala Terengganu	09-6670362
33	PUSAT SERVIS TAYAR & BATERI WANGSA UTAMA	1, Jalan Beladau 26, Ulu Tiram	Johor Bahru	07-867 6592
34	RACING-Z TYRE CENTER SDN BHD	No. 1, (Ground Floor), Jalan Sungai Besi Indah 1/18	Seri Kembangan	03-89413696

No	NAME	Address	Location	Phone Number
35	S8 SERVICE CENTRE SDN BHD	No. J-G-20, Jalan PJJ 1A/20B, Dataran Ara Damansara,	Petaling Jaya	03-78423588
36	SINWUFU ENTERPRISE SDN BHD	No.27 & 29, Jalan IKS-M 1, Taman IKS Merdeka, Batu Berendam	Melaka	013-3344333
37	SL CAR CARE SDN BHD	72, PERSIARAN RAJA MUDA MUSA,	Klang	03 33710876
38	UNITED TYRE SERVICE SDN BHD	Lot 7863 & 7868, Jalan Melor (Off Jalan Besar),	Kuantan	09-567 5613
39	UNITED TYRE SERVICE SDN BHD	A37, Ground Floor, Jalan Dato Lim Hoe Lek	Kuantan	09- 5163612
40	UTS TYRE KUANTAN (KUANTAN) SDN. BHD.	A-13, Tingkat Bawah, Sungai Isap Aman Batu 3, Jalan Kuantan	Kuantan	09-536 4019
41	UTS TYRE SERVICE SDN BHD	Lot 61/7 Kawasan Perindustrian Semambu	Kuantan	09-5178192
42	WELL DONE AUTO SERVICE CENTRE SDN BHD	80, Lorong Limau Manis 3, Taman Limau Manis	Bukit Mertajam	04-5025824
43	HING TYRE	Lot 2171, Blk 3, Piasau Industrial Estate, 98000 Miri	Miri	01118899899
44	TIP TOP TRADING	Lot 10, Block G, Bandar Kim Fung, 90000 Sandakan	Sandakan	089-222351
45	CHUKAI TAYAR SDN BHD	11964, Taman Permai Jaya, Jalan Air Putih	Kemaman	09-8589754
46	PUSAT TAYAR DAN SERVIS KOTA RODA (KR) SDN. BHD	No. 51-G & 53G (Ground Floor) Jalan Cecawi, 6/33, Kota Damansara, Sek 6	Petaling Jaya	03-61422177
47	SNR TYRE & SERVICES SDN BHD	No 52-G Jalan Seri Putra 1/4 Bandar Seri Putra	Kajang	03-89208903
48	XIN TAI TYRE SDN BHD	No.1 medan soon choon 1, Jalan nazrin shah 31350 ipoh, perak	Ipoh	05-3135828
49	SHAH ALAM TYRES & AUTO ACCESSORIES S/B	Lot 53, Jalan Utas 15/7, Sec 15, 40000 Shah Alam, Selangor	Shah Alam	012-9820693
50	CHUAN YI TYRES & BATTERIES SDN BHD	2056 & 2057 Taman Supreme, Jalan Baru,13700 Perai, Pulau Pinang	Perai	012-5163681
51	JET YANG AUTO SERVICES	23, Jalan Setia 3/2, Taman Setia Indah, 81100 Johor Bahru, Johor, Malaysia	Johor Bahru	0 7-358 4772
52	MTE MODERN TYRE SDN BHD	59 MK-13, Jalan Air Itam,11500	Air Itam	04-8275959
53	DONG CHENG AUTO SERVICES	102 & 103, Jalan Impian Senai 2, Taman Impian Senai, 81400 Senai, Johor, Malaysia	Serai	0 7-599 1839
54	SYARIKAT KEE HIN	2, Jalan Telok Gadong 3 1/2 Miles, Jalan Klang Lama Kuala Lumpur, 58100 W.Persekutuan, Malaysia	Kuala Lumpur	016-6097585

Appendix B: Oil Filter Top-Up Price Guideline

Car Brand	Car Model	Oil Filter Top-Up Price (RM)**
Proton	Saga	10.00
Proton	Persona	10.00
Proton	Iriz	10.00
Proton	Suprima 5	10.00
Proton	Preve	10.00
Proton	Exora	10.00
Perodua	Alza	10.00
Perodua	Myvi	10.00
Perodua	Axia	15.00
Perodua	Bezza	15.00
Toyota	Vios	15.00
Toyota	Avanza	15.00
Toyota	Rush	15.00
Nissan	Almera	15.00
Nissan	Grand Livina	15.00
Nissan	Sylphy	15.00
Hyundai	i10	15.00
Hyundai	Elantra	15.00
Hyundai	Sonata	15.00
Kia	Picanto	15.00
Kia	Cerato	15.00
Kia	Suria	15.00
Kia	Rio	15.00
Honda	City	15.00
Honda	Civic	15.00
Honda	Jazz	15.00
Honda	HR-V	15.00
Suzuki	Alto	15.00
Suzuki	Swift	15.00
Mitsubishi	ASX	25.00
Mitsubishi	Attrage	25.00
Mitsubishi	Mirage	25.00
Mazda	Mazda 2	30.00
Mazda	Mazda 3	30.00
Ford	Fiesta	50.00
Ford	Ranger	50.00
Chevrolet	Cruze	40.00
VW	Passat	75.00
VW	Golf GTI	75.00
VW	Jetta	75.00
VW	Polo	75.00
BMW	3 Series	55.00
BMW	5 Series	55.00
BMW	X1	55.00
BMW	Mini Cooper	85.00
Mercedes	Benz C200	45.00
Audi	A4	85.00
Audi	A6	85.00

**The prices included in this Appendix B are guidelines only and are subject to change as the Participating Workshops deem appropriate and necessary.