

FAQ for Shell GO+ SAFRA membership program

1. How does a SAFRA member register for the Shell GO+ SAFRA membership program?

Instructions on how to register for the Shell GO+ SAFRA membership program is stated on our website safra.sg/shell and on the Shell e-voucher in the SAFRA app. Members just need to follow the steps and complete the registration via Shell GO+ app. Please create your Shell GO+ account with your SAFRA registered mobile number.

2. What do I do after I receive the membership code from SAFRA app?

Please log into your Shell GO+ account with your registered SAFRA mobile number. Extract your membership code from the redemption history in SAFRA app; and open up your Shell GO+ app. In your Shell GO+ app, go into "Account" > "View and edit your account" > "Membership Type" > "Change Membership" > Key in your member code. After the above steps are completed, your Shell GO+ digital membership will be updated.

3. Who is applicable for the 2% upfront discount?

All valid SAFRA members who are existing or new Shell GO+ members are eligible to receive the additional discount. In order for you to enjoy the 2% upfront discount, you will need to receive a valid scheme code from SAFRA, and key into Shell GO+ app to upgrade your account. Shell GO+ Digital Membership with a valid SAFRA scheme must be presented upon payment to be awarded the discounts.

4. What fuel types are applicable for the 2% upfront discount?

The 2% upfront discount is applicable across all fuel types including Shell V-Power, Shell FuelSave 98 & 95 and Shell FuelSave Diesel.

5. Is the 2% additional upfront discount stackable?

The additional 2% discount is applicable on top of existing cash, NETS and credit card discounts.

6. How long is this additional discount valid for?

Each SAFRA scheme upgrade is valid for 2 years. However, if your SAFRA membership terminates earlier than the scheme upgrade expiry date, your Shell GO+ scheme may be terminated earlier than the 2 years.

7. How is the 2 years validity activated?

The 2 years validity starts upon unique code activation in the Shell GO+ app. (Eg. Member redeems for the unique code on SAFRA app on 1 Feb 2024. Member enters the unique code in Shell GO+ app on 1 Mar 2024. Discount is valid for 2 years from activation in Shell GO+ app till 28 Feb 2026.)

8. What happens after the discount code expires after 2 years?

SAFRA members may be requested to re-validate with Shell and SAFRA to receive a new scheme code or get an extension based on their SAFRA membership tier.

9. What will Shell do to customers who are not SAFRA members?

Shell will send an email to the customers who are not SAFRA members to inform them that they will be removing them from the Shell GO+ SAFRA membership scheme in a week's time. If the customer has any concerns, he/she will need to write in to SAFRA at mship_svc@safra.sg for assistance.

10. Is the 2% additional discount stackable on top of concurrent fuel promotions?

Each customer is only eligible to have one scheme type on Shell GO+ at any given time. If the customer has upgraded their scheme to a SAFRA scheme, it will immediately override all other discounts that they are enjoying on the other schemes. The 2% additional discount is stackable on top of the loyalty and credit card discounts and fuels promotions, unless otherwise stated. For more information, do refer to the respective promotions terms and conditions to find out more.

11. What happens if I accidentally delete my Shell GO+ account?

You can reinstate your Shell GO+ account after deletion by calling Shell's customer service centre at 6235 3261 or email ShellGoPlus-SG@shell.com. The reinstatement process will take about 7 working days.

FAQ for Shell Fuel Vouchers (New/renewed SAFRA members only)

1. Who can receive Shell fuel vouchers?

New/Renewed SAFRA members who signed up or renewed after 15 Feb 2024, applicable to principal and dependant cards, will be receiving the Shell fuel digital vouchers through direct mailer. Members will need to key in the voucher code received in the mailer into their Shell GO+ account to redeem the vouchers.

2. What fuel vouchers are given and how can it be redeemed?

Each new/renewed SAFRA member will receive a voucher code on a direct mailer within 4-6 weeks upon their membership approval. Each voucher code is entitled to 4 pieces of \$4 off \$70 gross spend on all Shell Fuels and 2 pieces of \$6 off \$80 gross spend on Shell V-Power. SAFRA members are required to key in the voucher code into their Shell GO+ account to redeem the vouchers. ("Account" > "Redeem a voucher") Vouchers may take up to 24 hours to be reflected on the "Offers" page in the Shell GO+ App. Vouchers can only be used after it is reflected on the "Offers" page.

3. How many fuel vouchers can I use in a single transaction?

Customers can only use one fuel voucher per transaction.

4. When does the member need to activate the fuel vouchers in the Shell GO+ app and how long are the fuel vouchers valid for?

Members must activate the fuel vouchers in the Shell GO+ app by 31 Dec 2024 and the fuel vouchers will expire in 3 months upon activation.

5. *If a principal member has gotten their set of Shell fuel vouchers worth \$28 and their dependent spouse got another unique code to get the fuel vouchers, will the principal member be able to get more fuel vouchers in their current Shell GO+ membership account?*

Each Shell GO+ account can only redeem for one set of fuel vouchers worth \$28 in each calendar year. In order for the dependent spouse member to redeem for the fuel vouchers, a new Shell GO+ membership account must be created.

6. *Upon SAFRA membership sign-up/renewal, how do I receive the vouchers and the additional 2% discount?*

New/Renewed SAFRA members will receive a direct mailer from SAFRA within 4-6 weeks upon approval of their membership card. In the direct mailer, there will be 2 codes that will be given to the customers. The customers will be able to receive :

- Shell GO+ SAFRA membership code to upgrade their Shell GO+ digital membership scheme to SAFRA scheme to enjoy the additional 2% discount.
- Shell GO+ SAFRA Fuels voucher code to enjoy the additional \$28 worth of digital fuel vouchers (4 pieces of \$4 off \$70 gross spend on all Shell fuels and 2 pieces of \$6 off \$80 gross spend on Shell V-Power).

7. *Can I enjoy both 2% additional discounts and use my digital fuel voucher within the same transaction?*

Yes. You can use both benefits within the same transaction.

8. *How are the fuel vouchers deducted from the total amount of fuel spend?*

2% additional discount is applied before deduction of the applicable fuel vouchers. The minimum amount of \$70 spend on all Shell fuels and \$80 spend on Shell V-Power is the gross spend before the discount is applied.