

## FUEL DISCOUNTS

### 1. Where can I get my discount?

ExxonMobil has teamed up with WEX Australia to provide you with great discounts at service stations where you see the Fuel 1 sign. Each month you'll receive an email with the full list of participating fuel sites.

### 2. What discounts will I earn?

The more you purchase on fuel across the Fuel 1 network, the more discounts you can earn. The standard Fuel 1 sites offer discounts based on your monthly purchase volume, as per the following table:

Total Monthly Volume Purchased by Customer in Fuel 1 Network		Volume Discount
Minimum Volume (L)	Maximum Volume (L)	Cents per litre off pump inc. GST
0	1,666	1.0
1,667	4,999	2.0
5,000	-	3.0

In addition, select Fuel 1 key sites will provide even deeper discounts. Depending on your monthly volume band, the additional discount rate in the table below applies to volume purchased at Fuel1 key sites.

Total Monthly Volume Purchased by Customer in Fuel 1 Network		Extra Discount
Minimum Volume (L)	Maximum Volume (L)	Cents per litre off pump inc. GST
10,000	24,999	1.0
25,000	99,999	2.0
100,000	-	3.0

### 3. What is the total monthly volume based on?

The total monthly volume is based on transactions made in the Fuel 1 network, received and processed by WEX before the close of the monthly billing cycle. The transaction date which is shown on the statement is the date the transaction was made at the site and this may vary from the WEX processing date. If a transaction is received after the close of a billing cycle it will appear in your next month's volume.

### 4. What service stations are in the Fuel 1 network?

The Fuel 1 network includes sites participating in the Fuel 1 discount scheme. Each month you'll receive an email with the full list of Fuel 1 standard and key sites. Alternatively, you can find out more from your Fuel 1 sales representative.

### 5. What service stations are classified as Fuel 1 'key sites'?

The Fuel 1 key sites are sites signed-up to offer Fuel 1 key site discount scheme. For your convenience, we will send you a list of Fuel 1 key sites on a monthly basis. Alternatively you can find out more information from your Fuel 1 sales representatives.

### 6. Where can I see what discounts I have earned?

The discounts will appear on your monthly statement for the applicable billing period. Any transactions made during the billing period, but not processed by us during the billing period, will be applied in the following monthly billing period.



### GENERAL CARD INFORMATION

**1. Where can I use my Fuel 1 card?**

You can use your Fuel 1 card at any service station that accepts WEX Motorpass. To obtain your Fuel 1 discounts, you must use your Fuel 1 card at service stations displaying the Fuel 1 sign and participating in the Fuel 1 discount scheme.

**2. How do I login to my Fuel 1 online account?**

To manage your account, view and pay statements and more, visit [fuel1.com.au](http://fuel1.com.au) and click on **CUSTOMER LOGIN**.

**3. How long will it take for my new Fuel 1 cards to be delivered?**

You should receive your cards within 4-7 working days following approval of your account.

**4. What should I do if my card is lost or stolen?**

You can cancel your card online by logging into your account or by calling us, free of charge, on **1300 170 702**.

**5. What should I do if a cardholder leaves our business or ceases to be authorised to use the card?**

You should request the card to be returned to you and destroy it. You'll also need to let WEX know to cancel your card, either by calling us on **1300 170 702** or updating your account online. Account owner remains liable for outstanding amount through the card.

**6. What happens if I do not pay my account in full by the due date?**

If you do not pay your account in full by the due date, you are in default and we may charge your account a late payment charge. The late payment charge is an administration fee of \$25.00 plus 3.75% on the overdue amount.

**7. If I cannot pay my account in full by the due date, what should I do?**

You should call us on **1300 170 702**.

**8. What happens if I exceed my credit limit?**

- You must ensure your spending does not exceed the credit limit at any time.
- If it does, you must immediately pay the amount that exceeds the credit limit.
- If payment is not made, your account may be suspended or closed.

**7. How can I increase my credit limit?**

You can login to your account at [www.fuel1.com.au](http://www.fuel1.com.au) to request a credit limit increase, or you can call us on **1300 170 702**.

## PINS

### 1. What is a PIN?

A Personal Identification Number (PIN) is a personalised security number that is used to authorise transactions to prevent fraud and card misuse.

### 2. What PIN settings are available?

The following PIN settings are available:

- Mandatory - a PIN must be used on all cards
- Optional - PIN authorisation will be active on selected cards
- Not Permitted - No PIN settings will be active

### 3. How do I enable PINs for my account?

To set up PIN authorisation:

- Login to your online Fuel 1 account
- In the 'Your Account' section, select 'Manage PIN Settings' Alternatively you can contact our **Customer Service** team on **1300 170 702** (Monday to Friday, 8.45am - 7pm AEST)

### 4. How do I set a PIN on my card(s)?

If you wish to set a PIN you need to:

- **Login to your online Fuel 1 account**
- In the 'Your Account' section, select 'Manage PIN Settings' Alternatively you can contact our **Customer Service** team on **1300 170 702** (Monday to Friday, 8.45am - 7pm AEST) Once this has been completed you need to follow the 2 step 'PIN enablement and set up instructions' outlined above.
- Please note that when a mandatory PIN has been set on a card, it must be used to approve all transactions.

### 5. What if I cannot see or update the PIN setting in the 'Your Account' section?

If you cannot see or update the PIN settings, you should contact **Customer Service** on **1300 170 702** (Monday to Friday, 8.45am - 7pm AEST)

### 6. What happens when I choose an account PIN setting for the first time?

The chosen account PIN setting will be applied to the card(s) linked to your account. Please note that cards with a PIN setting of mandatory cannot be used until a PIN has been set.

### 7. How long will it take for my PIN to be active?

When PINs are set up or when any changes are made, the change should be effective within 24 hours.

### 8. What happens to existing card PIN settings if I change my account PIN settings?

If PIN's are not required:

- Login to your online Fuel 1 account
- In the 'Your Account' section, select 'Manage PIN Settings'
- In the 'Account PIN settings' drop down menu, select 'Not Permitted' By selecting this option at an account level, all card PIN settings will be invalid and will default to 'Not Permitted'.



- If your account PIN setting is changed to 'Mandatory' or 'Optional,' cards will retain their existing PIN settings. All changes should be effective within 24 hours.

### 9. How do I know if PINs have been set on my cards?

Account holders can choose to receive email notifications when a card holder attempts to set a PIN. Account holders can enable email notifications by visiting the 'Manage PIN Settings' page in the 'Your Account' section of your online account.

Alternatively you can contact our **Customer Service** team on **1300 170 702** (Monday to Friday, 8.45am - 7pm AEST).

### 10. What do I do if I have forgotten my PIN?

You can set a new PIN by:

- Calling **1300 764 502**. The mobile number registered for the card must be provided in order to receive a SMS containing further instructions.
- If you have forgotten the mobile number originally provided, or changed your mobile number you can update it via your online account in the 'Update Card Details' page under the 'Your Cards' section.

### 11. What do I do if my card is locked?

If you have entered your PIN incorrectly three times, your card will be locked. Call **1300 764 502** to unlock your card and set a new PIN.

### 12. Who can I call for help?

You can call our **Customer Service** team with any PINs related questions on **1300 170 702**, (Monday to Friday, 8.45am - 7pm AEST).

### 13. What happens if I have a PIN on my card but the terminal does not accept PINs?

- If your card has a signature panel, you will be asked to approve the transaction by signature.
- If your card doesn't have a signature panel, you will need to press the Enter button to process the transaction.

### 14. How do I set up a PIN if I don't have a mobile phone?

If you don't have a mobile phone, you need to call **Customer Service** on **1300 170 702** to have your PEC set up.