

# Rewards

ADNOC Rewards is a new program offering our customers promotions and special offers, to make every visit to an ADNOC Distribution service station more rewarding.

## GENERAL

No	FAQ	RESPONSE
1	What is the ADNOC Rewards program?	The ADNOC Rewards program is the first fuel retail loyalty program in the UAE which rewards the members with points for every dirham spent at ADNOC stations for fuel, convenience store , car washes and lube change. You can redeem these points for convenience store purchases, car washes and lube changes.
2	Who is eligible for an ADNOC Rewards account and benefits?	UAE residents aged 18 years and above can join and benefit from ADNOC Rewards. ADNOC Rewards is meant for individual customers. Corporate customers, Postpaid ADNOC Wallet customers and Prepaid Corporate ADNOC Wallet customers are ineligible for ADNOC Rewards.
3	How do I enroll for ADNOC Rewards program?	There are three different ways to enroll in the programme: By downloading the "ADNOC Dist" app on Google Play or the App Store. You can visit any of our stations with your Emirates ID and our freindly staff will be happy to assist you. You will also find a QR Code on your receipt to find the app quickly and download it on your mobile device once you have the app make sure to register with your name, Emirates ID and phone number to start enjoying all member benefits. If you already have an existing ADNOC Wallet account, you have been signed up for ADNOC Rewards, and you can immediately use the ADNOC rewards.
4	Is there a minimum spend or a joining fee to become an ADNOC Rewards member?	No. Membership to ADNOC Rewards is free for life. Just sign up through our mobile app or website and you're ready to enjoy the program.
5	How do I create a family account?	You can create a family account for ADNOC Rewards by adding beneficiaries to your ADNOC Wallet through your mobile app or by visiting our station.
6	What are the benefits of creating a family account?	Account owners who create a family account in ADNOC Rewards are allowed to pool points from the ADNOC Wallet transactions made by their beneficiaries. All the pooled points are grouped together and can only be redeemed by the main account holder (account owner).
7	How can I get in touch with ADNOC Rewards team?	You can send us an email at <a href="mailto:info@adnocdistribution.ae">info@adnocdistribution.ae</a> and we will revert to your query as soon as possible. You can also call our call center on 800 300 between 7 am to 11 pm on any day of the week. You can also follow us on social media on Facebook, Instagram, and Twitter to hear the latest news on ADNOC Rewards and other ADNOC Distribution products and services.
8	What if I forgot my mobile PIN?	While signing in, click on "Reset your PIN." You will be asked to fill in the last four digits of your Emirates ID for verification then you will receive at OTP that allows you to reset the PIN.
9	What if I forgot my username and /or password?	Your username is the email address you provided when registering for the ADNOC Rewards program. Your password can be automatically emailed to you when you click "forgot password." If you have forgotten the email address you used during sign up, please call our call center on 800 300 between 7 am and 11 pm on any day of the week.
10	What if I want to make an inquiry of how many points I have at the station?	The convenience store cashier can check and inform you OF the balance.
11	What phone can I use the app on and how can I download the ADNOC Dist mobile app?	The ADNOC Dist mobile app works on both iOS and Android phones. Visit the Apple App Store or Google Play to download the app.
12	What happens if I have no data on my phone?	The app requires either Wi-Fi or a data package to work.
13	How do I view the summary of my transactions?	Your transaction history is available under the "My Transactions" section in the app.

## GENERAL

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14	What are the benefits of joining the ADNOC Rewards program?	<p>The ADNOC Rewards program allows you access to a wide range of benefits, including earning points for your daily purchases and special offers on our non-fuel products:</p> <ul style="list-style-type: none"><li>● Use the points you earn to get a discount and offers at our convenience store and get access to special monthly offers</li><li>● Get attractive car wash and lube change offers</li><li>● Win raffles and enjoy gamification on our app</li><li>● You can use your Etihad guest miles and exchange them to ADNOC points or the other way around</li><li>● Get offers from our partners</li></ul>
15	Do I need a physical card to earn points?	No, you do not need to carry another plastic card in your wallet. Within your ADNOC Dist app, you will have your digital membership code as part of the ADNOC Rewards program. If you don't have your mobile device when you visit one of our service stations, we could still identify you as a member with your Emirates ID.

## REGISTRATION

No	FAQ	RESPONSE
1	If I currently have a ADNOC Wallet account, how can I register for rewards?	If you have a ADNOC Wallet account, then you are automatically enrolled in our rewards program.
2	Will I need to provide personal details when registering?	You only need to give us your name, Emirates ID and phone number in order to register for the ADNOC Rewards program.
3	Will I receive a membership card when I join the program?	For convenience, you do not need a physical card to enjoy the benefits of our program. Our mobile app makes it easy for you to access the benefits, offers, account information and your personalized digital Rewards membership code. Your Emirates ID can also be used for identification as an ADNOC Rewards member.
4	Can I earn reward points without registering as an ADNOC Rewards member?	No. Only members of the ADNOC Rewards program can earn and redeem the ADNOC Rewards points.
5	What do I do when I can't log in?	If you are having trouble accessing your account online, use the "Contact Us" to get in touch with our call center team.
6	How will you use the data that I provide in the 'complete my profile page' section?	The information provided by you allows us to understand more about your personal preferences which in turn helps us offer you better rewards. For more information, see our privacy statement. The privacy statement is available through the app.
7	Can I opt-out of the ADNOC Rewards marketing emails?	Members can change their communication preferences under the "My Account" section on the website or within the ADNOC Rewards app. You can also select the channels you would prefer to receive the messages on in the same section.
8	Do I need the app to register?	There are multiple simple ways to register as an ADNOC Rewards member. You can download our mobile app, "ADNOC Dist". You can also visit our service station, and our friendly staff will be happy to help you join as a member, or you can contact our call center at 800 300 between 7 am to 11 pm on any day of the week to register.
9	Why are you asking me to enable location services when I register in the ADNOC Dist app?	Some features of our app require your accurate location. For example, when you use the MobilePay feature to make a payment, we verify your location using your phone's GPS signal. Similarly, for the Mystation feature, we need your accurate location for our delivery team to arrive at your location. We will only use your location when the ADNOC Rewards app is running.

# EARNING

No	FAQ	RESPONSE
1	How do I earn Rewards points?	You can earn Rewards points for all your fuel, convenience store, car wash and lube change purchases at ADNOC stations. All you need to do is produce your EID at the time of purchase to our attendants and points will be credited to your Rewards account. If you use the ADNOC Wallet to pay we automatically award you Rewards points and give you a 25% bonus points for using the ADNOC Wallet.
2	What are the different ways to earn points?	The ways to earn Rewards points are: <b>1. Fuel</b> - Pay by ADNOC Wallet to automatically earn Rewards points OR show your EID <b>2. Convenience store</b> - Pay by ADNOC Wallet OR show your EID OR show your digital membership QR code from your mobile app <b>3. Car wash, lube change</b> - Pay by ADNOC Wallet OR show your EID
3	Can I claim points for a past transaction?	To claim your points you have to show your Emirates ID or membership QR code at the time of purchase. In case you miss out on showing your Emirates ID or scanning QR code, please email <a href="mailto:info@adnocdistribution.ae">info@adnocdistribution.ae</a> or call our call-center on 800 300 between 7 am to 11 pm on any day of the week. You can also email your scanned copy of receipt and Screen shot of Membership QR code. Points can only be claimed for purchases within 7 days of receipt date.
4	Can I claim points for transactions before I became ADNOC Rewards member?	No. Points cannot be claimed for the transaction receipts dated before the ADNOC Rewards membership joining date.
5	Will the cash /card spend of the beneficiaries within my family account earn me Rewards points?	Only ADNOC Wallet purchases of your beneficiaries will earn you ADNOC Rewards points.
6	Will payment made by Rahal card earn me Rewards points/benefits?	Payments made by Rahal cards are not eligible for any Rewards benefits or points.
7	How many points do I earn per transaction?	You will earn 1 point for 1 AED spent on Eplus 91 fuel. 2 points for every 1 AED spent on Special 95 fuel. 3 points for every 1 AED spent on Super 98 fuel, convenience store, car wash, lube change service 25% bonus points for paying by ADNOC Wallet
8	I have some points missing from a transaction, how can I claim them?	If you notice any points missing from your account, please contact our call center on 800 300 or send us an email at <a href="mailto:info@adnocdistribution.ae">info@adnocdistribution.ae</a> within 7 days of the transaction.
9	Where can I earn points?	You can earn points at any ADNOC Distribution service station in UAE when you fuel your vehicle, use our lube change and car wash services, and when you shop at our convenience store.  Use our station finder online or in the app to find the nearest service station.
10	Where can I check my ADNOC Rewards point balance?	You can check your rewards points balance on the ADNOC Rewards app, on the website and on the receipt after your purchase.
11	Why can't I earn or redeem Reward points on some of the products and services?	ADNOC Rewards points or benefits can not be earned or redeemed on certain products like telephone cards, Salik cards, gift cards and tobacco products.
12	Can I collect and redeem my points on a car wash?	Yes, you can collect points, as well as pay with points for a car wash.
13	I have earned points, when will they appear on my account?	The points should appear instantly. For all in-store transactions, the balance of your points shall be displayed on the receipt of the sale. It may sometimes take up to 24 hours for earned or redeemed points to reflect on the ADNOC Rewards app.
14	Can I earn points in an ADNOC station outside my emirate of residence?	Yes, you can earn as well as redeem your points at any ADNOC stations across the UAE.
15	Can I earn points on ADNOC Oasis products purchased from any online channel such as Talabat app?	No, you cannot earn or redeem your points on your purchases from any online channel such as Talabat app. ADNOC Rewards benefits are applicable only for purchases made directly at our stations and online purchases are excluded.
16	What is the validity of the ADNOC Rewards points?	The ADNOC Rewards points have a validity of 2 years.

## REDEMPTION

No	FAQ	RESPONSE
1	What are the different ways that I can redeem my points?	There are many ways you can redeem your points on our non-fuel products and services such as car washes, lube changes, or offers from our convenience store. Browse through our rewards catalog on the mobile app and select the rewards and gift vouchers of your choice.
2	How do I redeem my Rewards points?	You can redeem Rewards points for all convenience store, car wash and lube change purchases at ADNOC stations. All you need to do is produce your EID at the time of purchase to our attendants or show your digital membership QR code from your app, choose the number of points you wish to redeem and points will be redeemed from your Rewards account.
3	How do I transfer my points to and from the Etihad Guest loyalty program?	ADNOC Rewards Points can be easily transferred to the Etihad Guest loyalty program. All you need to do is use your mobile app, select the number of points to transfer and confirm. To transfer your Etihad guest miles to ADNOC points please log in to your Etihad Guest account or call the Etihad Guest call center.
4	What is the minimum number of points I need to collect after which I can start redeeming them?	There is no minimum number. You can start redeeming every point you earn right from the day you enroll in our program. For example, if on the day you registered you earned some points by fueling your car, they are immediately redeemable at our convenience store or car wash.
5	I can't use my voucher at the convenience store as the store was unable to accept it?	We are sorry about that, please contact our call on 800 300 and we will assist you.
6	Can I redeem my points as a cashback/discount on my invoice?	Yes, you can use your earned points to redeem for your car wash, lube change and convenience store purchase.

## OFFERS

No	FAQ	RESPONSE
1	How can I check for the various ADNOC Reward offers available to me?	We highly recommend that you use our mobile app to stay updated with all the offers applicable to you. If you forget your mobile phone, our service agents can check what offers are available to you by scanning your Emirates ID.
2	Why can't I see my offers?	Sometimes there are no offers applicable to you. It is recommended that you check back at a later date as we keep adding new offers from time to time.
3	Do the offers have a validity?	Every offer has a validity period. Please keep checking the mobile app to make sure you dont miss out on an exciting offer.
4	How do I claim an offer?	To claim an offer, go to "Offers" click "Redeem" for the offer you wish to use and select quantity. Vouchers will be generated for the offer selected by you and these vouchers can be seen in the my vouchers section of the app.

## PAYMENTS

NO	FAQ	RESPONSE
1	What payment methods are accepted? Can I earn more points depending on how I pay?	You can pay by any mode (cash, card) and collect Rewards points. You get 25% extra points for paying with ADNOC Wallet. Using your ADNOC Wallet is easy, just top up money and pay conveniently using your Emirates ID, Mobile pay, ADNOC Plus card or smart tag for fuel. You can top up money to your ADNOC Wallet thru the mobile app or by visiting our convenience store.
2	How do I top up my ADNOC Wallet?	You can top up ADNOC Wallet by using our mobile app and paying by your credit/debit card to load money to the ADNOC Wallet. Once the money is loaded to your ADNOC Wallet you can use the Wallet to make quick and convenient payments for all ADNOC services using either your Emirates ID, Mobile Pay, ADNOC Plus card or smart tag for fuel.
3	Why do I have to link my payment card to the app?	ADNOC Wallet has a convenient auto top up feature that allows you to set automatic top up once your account balance falls below a selected level. This is an optional service and you have complete control to decide the amount that should be topped up and when the top up should be done.
4	Can I remove my linked payment card?	Yes at any time you can choose to deselect the auto up service.

## PAYMENTS

NO	FAQ	RESPONSE
5	How can I link my debit and credit card on the app to use the auto top up feature?	You can link your debit and credit card to the ADNOC Dist app. There two sections within the app where you can link it, "My Station" and "Top-up Wallet" (ensure you click the auto top-up feature for the "Top-up Wallet" link to work).

## RETURNS AND EXCHANGES

NO	FAQ	RESPONSE
1	Can I return an item I bought in your convenience store using my points?	Yes, for products that can be returned you can return your products and we will refund your points within a week.
2	Can I return an item on which I earned points?	Yes, for products that can be returned you can return your products, any points earned will be reversed back. In case of insufficient points balance in your account we will deduct the value of the points from the refund amount due.
3	Can I return an item I bought in your convenience store using my vouchers?	No. Items purchased with vouchers cannot be replaced or returned.

## VOUCHERS

NO	FAQ	RESPONSE
1	What are "active," "used," and "expired" vouchers? Where can I find them?	"Active vouchers" are the ones that you haven't used and are still valid. "Used offers" are the ones that you have successfully redeemed. "Expired offers" are the ones that have past their validity date. You can see these on your app under the "My Vouchers" section.
2	Can I redeem more than one voucher in a single transaction if I have multiple offers available in my ADNOC Rewards account?	You can use multiple vouchers in a single transaction. For example, you can use a car wash promotion voucher as well convenience store promotion voucher in a single transaction.
3	How do I use my vouchers?	To use a voucher, go to " My Vouchers" click "Use" for the voucher you wish to use, a barcode will be displayed on your app window, which one of our service agents will scan.
4	I want to refund/return the vouchers, how can I do this?	Vouchers and gift cards cannot be refunded. Please see our terms and conditions for further details.
5	Do the vouchers have a validity?	Every voucher has a validity period. Please use your vouchers before they expire.
6	I did not receive any voucher under the My Vouchers section, what should I do?	If you have not received your vouchers under the "My Voucher" section, please email <a href="mailto:info@adnocdistribution.ae">info@adnocdistribution.ae</a> or call our call center on 800 300 between 7am and 11pm on any day of the week.

## PAY WITH POINTS FOR FUEL PURCHASE

NO	FAQ	RESPONSE
1	Can I redeem my Reward Points on Fuel Purchase?	Yes. Reward points can now be used to redeem on Fuel Purchases.
2	What do I need to do to redeem my points for Fuel purchase	You will need a valid Emirates ID to be scanned on a payment device for verification and payment.
3	How to redeem my Reward Points on Fuel?	Before fueling inform the station attendant that you wish to redeem your Redeem points on fuel transaction and keep your Emirates ID handy.

## PAY WITH POINTS FOR FUEL PURCHASE

No	FAQ	RESPONSE
4	Do I need to pay with points for Fuel in full or can I do as a part payment?	Payment for fuel can be made in either full or partial. In case of partial payment the balance can be made using only cash or bank card. Reward points will be earned on payment amount made through cash or bank card.
5	What is the value of points when pay for fuel purchases?	1,000 Points will give AED 1 benefit.
6	Is there any minimum or maximum points required for paying with points on Fuel?	No. There is no minimum or maximum limit of reward points that can be used to pay for fuel purchases
7	Can I avail points on fuel purchases made through rewards points?	No, points cannot be earned on payments made for fuel when paid through points.