



ADNOC Distribution launches new rewards program for Premium service customers

- *Introducing FLEX and “Smart Tag” Technology continues to improve the customer experience*
- *Customers opting for Premium service will receive ADNOC in-store and car wash discounts as part of new Premium rewards program*
- *Elderly and People of Determination will be exempt from the Premium Service fee*

Abu Dhabi, UAE – June 26, 2018 : As part of its new FLEX service, which allows customers to choose how they refuel their cars, ADNOC Distribution today announced the launch of a new rewards program for those that use its Premium service. Starting June 30, customers using the Premium service will receive discounts and offers at all ADNOC Distribution fuel service stations in the Emirate of Abu Dhabi.

The Premium rewards, which include coffee, snacks or a discount on an in-station car wash, can be redeemed in ADNOC Distribution stores using the FLEX Premium service receipt, following the fuel purchase. Premium service will cost AED 10. Rewards can be redeemed within 30 days of the initial purchase.

Saeed Mubarak Al Rashdi, ADNOC Distribution’s Acting CEO, said: “ADNOC Distribution is focused on moving our business model to a smarter, customer-centric model which offers customers choice, convenience and better quality



goods and services. Customer satisfaction and safety are our priorities with technology central to the value proposition.

Improving the customer experience through technological advancement, an upgraded retail experience supported by partnerships with international brands such as Géant, and introducing FLEX are key parts of the new model.

Through FLEX, customers can now choose Self Serve, at no additional cost, or opt for our Premium service.”

Those that choose Premium will remain in their vehicles while attendants fuel their vehicles, clean their windshields and check their tire pressure for a fee of AED10, which ADNOC Distribution will begin charging from 30 June. In addition, they will receive rewards that can subsequently be redeemed through their receipt.

The Elderly and People of Determination will be exempt from paying the Premium service fee.

Aimed at simplifying both the self-serve and Premium experiences, ADNOC Distribution has made significant investments in new technology to improve speed, convenience and the customer experience. “Smart Tag” is a new, world class, payment option that enables customers to quickly refuel and pay without using cash or bank cards. The technology is based on a RFID tag being fixed to a vehicle to automatically trigger payment from your pre-paid ADNOC wallet, which can also be connected to other payment options including the Emirates ID card or ADNOC Plus card. Those who are interested in becoming an ADNOC wallet customer can register online on ADNOC Distribution's official website or at of the company's smart service centers.

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About ADNOC Distribution

ADNOC Distribution, listed on the Abu Dhabi Securities Exchange (ADX) under the symbol “ADNOCDIST”, is the leading fuel distributor and convenience store operator in the UAE with the number one retail fuel brand, an approximate 67% market share by number of retail fuel service stations, and the largest market share in the wholesale segment. ADNOC Distribution’s 362 retail fuel stations as of 31 March 2018 are located in the emirates of Abu Dhabi and Sharjah, in each of which the Company is the sole fuel retailer, and in the emirates of Ajman, Fujairah, Ras Al Khaimah and Umm Al Quwain. ADNOC Distribution is also the largest retailer in the UAE by number of sites with 238 ADNOC Oasis convenience stores located across its retail fuel network. The Company also leases retail and other space at its service stations to tenants, including quick service restaurants such as McDonald’s, Burger King and KFC, which provide goods and services to its customers. ADNOC Distribution is also the leading marketer and distributor of fuels to commercial, industrial and government customers throughout the UAE, with a particularly dominant position in Abu Dhabi, and provides refueling and related services at seven commercial airports in the UAE. To find out more visit www.adnocdistribution.ae