

Frequently Asked Questions (FAQs)

Application

1. How do I apply for an ABECHA ESSO Fleet Card/Speedpass?

You can submit registration online.

2. Can I apply for the card if the car is not registered under my name?

Yes, you can apply.

3. How long will it take to process my application?

Your application will be processed promptly upon completion. Upon GIRO approval, the fleet card, PIN number, or Speedpass will be mailed to your address within 10 working days.

4. Can I apply for more vehicles?

Yes. We will send you a Fleet card, Pin Number or Speedpass for every vehicle you register. If you wish to tag these additional vehicles to your existing account, you just need to fill in multiple vehicle number.

Refundable Security Deposit

1. Why do I need to pay a refundable security deposit?

We ask customers to secure their account to ensure that we will have the resources available to continue providing reliable service to all customers. Unlike most other businesses, we provide credit limit upfront and bill our customers after they have used our services. This billing and deposit practices promote fairness by ensuring that all customers pay for the fuel they use so that all our customers can continuously enjoy the preferential discount.

2. When will be the security deposit deducted?

The security deposit will reflect on your first bill and will be deducted from your registered payment mode when fleet card(s) is issued.

3. How do I get back my refundable security deposit?

Your security deposit will be refunded upon cancellation of the fleet card or Speedpass, provided that all outstanding and final charges due to ABECHA have been settled.

4. Can the deposit used to offset outstanding amount / penalty charge?

No, the refundable security deposit will not be used to offset any outstanding payments.

Usage of Fleet Card/SpeedPass

1. Do I need to activate the Fleet Card and Speed Pass and how to activate?

No activation is required for Fleet Card, it can be used immediately with the 4-digit pin. Speedpass needs to be activated before you can use it. When Speedpass arrives, kindly put your name, sign and fax the activation letter to Esso Speedpass Centre at 68626601 or send the activation letter as an attachment to custcare_bc@abecha.com.

2. How do I use the Fleet Card or Speedpass at the pump?

Fleet Card

- a. Swipe the card and key in 4-digit pin to activate pump.
- b. The pump icon will light up indicating that your Fleet Card is being read. Wait for the approval message on the screen. Choose your Synergy fuel product and top up. Replace nozzle and the pump icon lamp will go off. If you need a receipt, press 'receipt'.
- c. That's it! Your Esso Fleet Card will be billed on weekly basis.

Speedpass

- a. Point key tag to activate pump.
- b. The pump icon will light up indicating that your Speedpass is being read. Wait for the approval message on the screen. Choose your Synergy fuel product and top up. Replace nozzle and the pump icon lamp will go off. If you need a receipt, press 'receipt'.
- c. That's it! Your Esso Fleet Card will be billed on weekly basis.

3. Can the Fleet Card/Speedpass be used for other purchases?

No. The Fleet Card can only be used for fuel purchases at ESSO.

4. Is there a limit to the number of transactions per day?

Yes, 2 transactions can be made per day on either your Fleet Card or your Speedpass, which allows you a maximum of 4 transactions a day. This is an ExxonMobil security feature to minimize unauthorized usage due to lost or stolen cards.

5. What is the credit limit of my Fleet Card/Speedpass and how can I change credit limit?

Please inform us of your required monthly limit by emailing custcare_bc@abecha.com. Transactions will be declined if your credit limit is exceeded. However, you may contact us at custcare_bc@abecha.com to request a change to your credit limit.

6. Is there a minimum spending required per month?

No, there is no minimum spend.

7. Is there any expiry date for the card?

A Fleet Card has a 4-year validity period and all active transacting cards will be renewed automatically. You will receive a new card within one month of your Fleet Card expiry date. Your Fleet Card and Speedpass will be deactivated if there are no transactions for 6 consecutive months.

8. Will I earn "Smiles" points with purchases under Fleet Card?

No, the Abecha-Esso Fleet Card provides upfront discount.

9. What if I have changed my personal details, eg. Vehicle number, mobile number or mailing address?

You can email us at custcare_bc@abecha.com to update your personal information.

10. What if I lost my Fleet Card &/or Speedpass?

You would have to call Abecha's hotline at 63331188 Option 1 to request to deactivate the Fleet Card &/or Speedpass immediately. Alternatively, you can email custcare_bc@abecha.com and the Fleet Card &/or Speedpass would be deactivated within 1 business day. A replacement Fleet Card &/or Speedpass will be sent to you at your mailing address within 10 working days.

11. What if I lost/forget my pin number for the Fleet Card?

You can email custcare_bc@abecha.com to request for a new pin number. Kindly provide the fleet card no., vehicle no. and mailing address. A new pin no. will be sent to you within 7-10 working days. Please note that if you key-in your pin no. more than 3x incorrectly, your fleet card will be temporarily suspended and it will only reset after 24 hours.

12. Can the PIN of the fleet card be changed?

Yes, provided that upon card creation your fleet card have an option to change the original pin number.

Billing and Deduction

1. When do you charge my GIRO?

We bill your transactions on a monthly basis. An Abecha-Esso invoice will be sent to your email address prior to the deduction date.

- Transactions made between the 1st and the 30th/31st of each month will be billed on the 6th of the following month.
- If the 6th falls on a Saturday, the deduction will be made on Friday. If it falls on a Sunday, the deduction will be made on the following Monday. If it falls on a public holiday, the deduction will occur on the next working day.

Please note that charges will appear as “Abecha” on your monthly bank, typically on the 6th of the month, provided you have made fuel purchases within the billing period mentioned above.

2. Why the Abecha-Esso discount doesn't show on the Esso Station receipt at the pump station when I used my Fleet Card/Speedpass?

The discount will be applied and adjusted to your Abecha-Esso bill on the next billing cycle. The amount shown on the station receipt is the amount before discount.