

Frequently Asked Questions (FAQs)

Application

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

You can submit registration online.

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

Your application will be processed immediately upon completion of application. Fleet card, pin number will be mailed to your address within 10 working days.

3. Can I apply for more vehicles?

Yes. We will send you a set of Fleet card, Pin Number 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.

4. Which Citibank Commercial Cards are eligible for the program?

Offer valid when payment is made with Abecha-Esso Corporate Fleet Card tag to Citibank CitiBusiness Visa Card, Citibank Business Visa Card, Citibank Business Gold Card, Citibank Corporate Gold Card, Citibank Corporate Visa Card, Citibank Corporate Master Card, Citibank Purchasing Visa Card or Citibank Purchasing Master Card on a recurring basis.

Cancellation / Termination

1. What if I don't want my Fleet card anymore?

Please send your termination request to custcare_BC@abecha.com

2. What fee and charges do I have to pay to cancel/ terminate fleet card?

Cancellation/Termination administrative fee \$10 will be applied.

Refundable Security Deposit

1. Do I need to pay a \$100 refundable security deposit?

Security deposit is waived. However, Abecha reserves the right to suspend any account in the event of payment failure and collect a returnable security deposit of \$100 per vehicle upon re-activation of account.

Usage of Fleet Card

1. Do I need to activate the Fleet Card?

No activation is required for Fleet Card, it can be used immediately with the 4-digit pin.

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

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.

3. Can the Fleet Card 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. 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 and how can I change credit limit?

By default, the monthly credit limit is SGD 800 for each vehicle. The transaction will be stopped if you exceed your credit limit. However, you can email us at custcare_bc@abecha.com to change 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 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?

You would have to call Abecha's hotline at 63331188 Option 1 to request to deactivate the Fleet Card immediately. Alternatively, you can email custcare_bc@abecha.com and the Fleet Card would be deactivated within 1 business day. A replacement Fleet Card 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 Credit Card?

We bill your transactions on a weekly basis. An Abecha-Esso Invoice will be sent to your email address.

- Transactions made between 1-7 of the month will be billed on the 13th,
- Transactions made between 8-14 will be billed on the 20th,
- Transactions made between 15-21 will be billed on the 27th,
- Transactions made between 22-30/31 will be billed on the 6th of the following month.

Please be informed if it falls on a Saturday, deduction will be on Friday; if it falls on a Sunday deduction will be on next Monday and if it falls on a Public Holiday, deduction will be on the following working day. On your monthly bank or credit card statements the charges will reflect as "Abecha" most likely on the 13th, 20th, 27th and 6th (if you made any fuel consumptions within those 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?

The 18% discount to Diesel and Petrol will be applied to the total amount at the pump station and adjustments will be made only at your Abecha-Esso bill on the next billing cycle. The amount shown on the station receipt is the amount before discount

3. How the Discount Rate works?

The 18% discount to Diesel and Petrol will be applied to the total amount at the pump station. However, Abecha reserves the right to adjust the diesel discount rate from 18% to 16.5% if the monthly spend of diesel falls below \$1,000 for 3 consecutive months.