

i.Logistics – ESSO Fleet Card Program
Frequently Asked Questions (FAQs)

1) What is so special about i.Logistics – ESSO Fleet Card Program?

i.Logistics – ESSO Fleet Card Program entitles you to an upfront, direct rebates of up to 24% (depending on the Scheme chose) off fuel pump prices at all 65 Esso stations island-wide, all year round. The program is open all corporate and individuals who wish to participate in this program.

Enjoy great convenience, jumping the queue by swiping your fleet card or tapping your Speedpass right at the pump. Simply swipe the card or tap the Speedpass at the pump, fuel up your tank and go!

2) Why would I use this program when there are potentially higher discounts in the market such as credit card's discount?

Direct Cash Savings!

The offer is direct cash savings upfront! Meaning you will only have to pay i.Logistics the total amount spend on fuel in the month minus off the rebates, at the end of the month without any restrictions.

For example:

	Total Amount Pumped (based on volume of fuel pumped X prevailing fuel price on the day)
Week 1	\$90
Week 2	\$95
Week 3	\$92
Week 4	\$90
Total amount spend for the month	\$367
Total amount payable to i.Logistics (Assume highest rebate of 24%)	\$367 - \$88.08 (24% rebates) = \$278.92
Total amount that you saved without any restriction!!	\$88.08

No Annual Fees!

Other programs might require an annual fee to join the program or use the cards.

No Minimum Purchase!

Some programs might require you to spend a certain transaction amount to be entitled to their cash back program (with a cap and validity period on the cash back amount).

Types of Discount	Card A	Card B	Card C	i.Logistic - ESSO
Station Discount	5%	0%	5%	-
Loyalty Card Discount	5%	10%	5%	-
Card Discount	7%	5% +5% (every \$51 nett spend)	4%	-
Total Discount Before Rebates	17%	15% + 5% (every \$51 nett spend)	14%	-
Card Rebates (applies after all discounts)	Max \$30 cash back (min \$180 spend for 3 consecutive months) *Validity period for the rebates.	5% rebate at the end of the quarter. Minimum monthly spending of \$2,000 to be entitled to this rebate.	8% Minimum monthly spending of \$888 to entitled to this rebate.	Upfront 24% with no restrictions!
Total Discount	Up to 21.1%	Up to 24%	Up to 20.88%	Up to 24%

Jump The Queue!

Other programs require you to present your petrol membership card in every purchase before you are entitled to the add on loyalty discount. With our program, you do not need the petrol membership card at all! With your own i.Logistics -ESSO fleet card or Speedpass, you will be entitled up to 24% rebates upfront at the pump itself without having to queue at the counter to make your payment!

3) What are the different schemes available?

Scheme A with Full Security Deposit, you will enjoy Petrol rebates of 22% and Diesel rebates of 24%.

S/N	Fuel Credit Limit (Per Card)	Full Security Deposit Required (Per Card)
1	\$500	\$500
2	\$800	\$800
3	\$1,000	\$1,000

Scheme B with Partial Security Deposit, you will enjoy Petrol rebates of 20% and Diesel rebates of 22%.

S/N	Fuel Credit Limit (Per Card)	Partial Security Deposit Required (Per Card)
1	\$500	\$200
2	\$800	\$300
3	\$1,000	\$400

Scheme C without any Deposit, applicants will enjoy Petrol rebates of 17% and Diesel rebates of 19%.

4) Will the rebates change?

These rebates are subjected to changes depending on the benefits extended to i.Logistics by ExxonMobil. We will inform you where there is a change in the rebates and you can decide if you wish to continue with the program.

5) Why do I need to pay a refundable security deposit?

We ask our customers to secure their account to ensure that we have the resources available to continue providing reliable service to all customer. We provide credit limit upfront and bill after our customer have used our services. This billing deposit and billing practice ensure that all our customer pay for the fuel that they use so that all our customer can continuously enjoy the preferential rebates.

However, we do note that some customers are against the idea of having to place a security deposit to join the program. Hence, we had also introduced scheme without the need for security deposit in the program. However, the rebates under this scheme will be lower.

6) How do I get back my refundable security deposit?

The deposit will be refunded to you after you had paid all your bills and the account is closed. In the event if there are any outstanding payment, we will deduct from the security deposit and the balance deposit will be refunded to you

7) When will the security deposit deduction take place?

You will have to place the security deposit with us either by cheque or bank transfer upon signing up for the program.

8) How long does it take to process my application?

Your application will be processed within 3 weeks upon receiving completed forms, depending on the Bank's processing time to validate the GIRO payment. We will send the Fleet Card or Speedpass to you once the GIRO payment has been validated.

9) How do I use the Fleet Card and Speedpass?

The Fleet Card can be used at the petrol pump or cashier counter by swiping the card and entering the pin number. Speedpass can be used at the petrol pump itself without a pin number. Just tap, pump and the transaction will go through.

10) Can the Fleet Card be used for other purchases?

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

11) Is there a limit to the number of transactions per day?

No. However there is a daily fuel limit of up to \$100. This is an ExxonMobil security feature to minimise unauthorised usage due to lost or stolen cards. No daily limit can be set. However, this is not advisable.

12) Is there a minimum spending required per month and any charges for non-usage?

There is no minimum spend required and there are no charges for non-usage.

13) Will I earn “Smiles” points with purchases under this program?

No. The i.Logistics – ESSO Fleet Card provides upfront rebates.

14) What do I do if I have a change of vehicle or mailing address?

You can email to fuel@ilogpteltd.com.sg.

15) What do I do if I lose my Fleet Card &/or Speedpass?

You can email to fuel@ilogpteltd.com.sg and the Fleet Card &/or Speedpass would be deactivated within 1 business day.

16) Are there any charges for lost or damaged Fleet Card &/or Speedpass?

There are no charges. A replacement Fleet Card &/or Speedpass will be sent to your mailing address within 3 weeks of your request for such replacement.

17) Who should I contact if I have more enquiries?

You can email to fuel@ilogpteltd.com.sg. A representative will contact you shortly.

18) How will I be billed for my transactions?

We will notify each customer their invoice by the 1st week of the following month and deduct the amount due for the amount of fuel used through the GIRO account on the 3rd week. Should there be any discrepancies with the invoice, please inform us within 3 workings days. Otherwise, the invoice will be deemed as final.

19) What happens if I default payment?

We will cancel the card immediately and you must settle any outstanding amount in full within 7 calendar days.

20) What happens if there is late payment such as insufficient funds in the GIRO account?

We reserve the rights to charge interest on late payment at the rate of 2% per month on any Charges (or part thereof) remaining unpaid, calculated from the payment due date (after the Credit Period of 7 calendar days from date of invoice). We reserves the right to levy a service charge of S\$20 for each and every failed attempt for GIRO deduction.