

Frequently Asked Questions

1. How long is the promotional period?

The promotions start from 23 August 2021 and ends on 30 November 2021.

2. Who is eligible to enjoy the promotion?

Only verified Lalamove Sticker Drivers who have met the qualifications in the promotion(s) will receive the \$5 Shell Select e-voucher(s) via SMS the following month.

Lalamove sticker drivers are verified drivers with Lalamove Stickers on their vehicle and have an effective sticker contract with Lalamove Singapore.

3. What can the \$5 Shell Select e-voucher be used for in Shell Select Stores?

The \$5 Shell Select e-voucher can be used to purchase any items except tobacco and instore service items.

- “E-voucher” refers to the Shell Select voucher, expressed in Singapore Dollars.
- This E-voucher is valid for the purchase of products from Shell Select convenience shops except for Tobacco and instore service items in Singapore only.
- The original QR code on the E-voucher must be presented to the cashier when making payment and is only valid for the stated amount as indicated.
- Any unutilized amount of this E-voucher will be forfeited and shall not be refundable.
- E-voucher is only valid for use till the specific expiry date. Shell will not under any circumstances, extend the expiry date or provide any refund for unused E-voucher.
- Shell will not be responsible for the loss of or damage to this E-voucher.
- Shell reserves the right to amend, vary, delete or add to any of these terms and conditions of this E-voucher at any time at its sole discretion, without prior notice or liability. All decisions made by Shell in respect of this E-voucher or in the event of any dispute are final, conclusive and binding.
- For further queries, please contact Shell Card Customer Service Centre from Monday to Friday from 8.30am to 6.00pm at 1800 261 5322.

4. How does the \$5 Shell Select e-voucher work?

The SMS sent to you will contain a \$5 Shell Select e-voucher link. Please show the cashier the e-voucher webpage for redemption at any of the 57 Shell Stations.

5. Can I use multiple Shell Select e-vouchers in the same transaction?

Yes, please present the Shell Select e-vouchers you would like to use to the Shell Select Cashier.

6. I have filled up the required amount this month, when I receive the \$5 Shell Select e-voucher?

If you have met the fuel requirements in August, Lalamove will verify the information and send you the \$5 Shell Select e-voucher via SMS in September.

7. How do I apply for a Shell Fleet Card?

Please apply via the [Shell Card e-form](#).

8. I did not receive the e-voucher link, or I am unable to access to the e-voucher, what should I do?

For all enquiries relating to this promotion, please write in to Lalamove Pte Ltd at info.sg@lalamove.com.

9. I am having issues with my Shell Fleet Card (e.g. Card blocked, loss of card, loss of PIN). Who should I contact?

Please contact Shell Card Customer Service Centre from Monday to Friday from 8.30am to 6.00pm at 1800 261 5322.