

## **Customer FAQs**

### **1. What is the Sab Ki Jeet Guaranteed Scheme?**

The Sab Ki Jeet Guaranteed Scheme is a special initiative designed to offer discounts on fuel purchases, enabling savings on fuel for retail customers. Under this scheme, customers can avail of discounts on fuel, reducing their overall expenses at the pump. The scheme is brought to by Nayara Energy.

### **2. Who is eligible for the Sab Ki Jeet Guaranteed scheme?**

The scheme is open to all registered participants, typically limited to individual customers with active WhatsApp account.

Participants shall be citizens of India only and persons above 18 years of age.

To participate in the scheme, the Customer shall purchase Petrol/Diesel of minimum Rs.1000 or a maximum of Rs 5000 during the Offer Period and make the payment digitally (Card/ QR Code) on Nayara Integrated Fiserv mPOS devices.

### **3. What is the offer?**

The customer shall receive savings on Petrol/Diesel ranging from Rs 15 to Rs 250.

### **4. How much savings can I get on fuel purchases?**

The saving amount varies based on the scheme's structure. It may range from Rs. 15 to Rs. 250. To avail savings, customers need to present the SKJG fuel voucher received on their WhatsApp account before fueling.

### **5. How do I sign up for the Sab Ki Jeet Guaranteed scheme?**

You can sign up through WhatsApp QR placed at the participating retail outlets, through partners, the scheme's official website. Registration typically involves providing some basic personal information and agreeing to the scheme's terms and conditions.

### **6. Where can I use the SKJG fuel discount?**

Savings are valid at participating retail outlets across the country or in specific regions, depending on the scheme. Please check the list of participating stations on the official website before making your purchase.

### **7. Are there any limits on the saving amount?**

Yes, customer will be eligible to get 2 SKJG fuel vouchers every month. To avail savings, customers need to present the SKJG fuel voucher received on their WhatsApp account before fueling. The Customer shall purchase Petrol/Diesel of minimum Rs.1000 or a maximum of Rs 5000 during the Offer Period and make the payment digitally (Card/ QR Code) on Nayara Integrated Fiserv mPOS devices.

Please refer to the terms and conditions for more details.

### **8. Do I need a card/UPI to avail of the discount?**

Scheme require a payment to be made digitally using card or UPI to apply the saving automatically at checkout.

### **9. Is cash payment eligible for the campaign?**

No. Cash payments are not eligible for the campaign.

### **10. Can I combine the discount with other promotions?**

The discount scheme cannot be combined with other promotions or special offers. It's best to inquire at the retail outlet to understand the scheme details.

**11. Is there any limit to the number of times the offer can be availed?**

A customer would be eligible for a maximum of two vouchers per month and subsequently throughout the scheme period.

**12. Is the scheme valid on diesel?**

Yes. The scheme is valid for both Petrol and Diesel customers.

**13. How long is the scheme valid?**

The scheme is a limited period offer valid only in India subject to availability participating retail outlets only. The offer period is 11<sup>th</sup> Nov 2024 to 31<sup>st</sup> Jan 2025. Please review the official announcements or website for specific scheme deadlines or renewal details.

**14. When shall the customer receive the discount?**

The discount is instantaneous, and the customer shall pay the net amount.

**15. Is the scheme available for two wheelers?**

No. The scheme is applicable for 4 wheelers only.

**16. How can the customer get the fuel voucher?**

The customer must scan the QR code which will redirect to Nayara Energy WhatsApp chat where they can get their Voucher (QR Code/text-based Code). The vouchers are valid for the month in which they were issued.

**17. How can the customer redeem the fuel voucher?**

The FSM must either scan the QR Code or enter the voucher code which the customer has received in their WhatsApp account.

**18. Can a customer without a WhatsApp account be eligible for this scheme?**

No. The customer must have a valid and registered WhatsApp Account to be eligible for this scheme.

**19. What if the customer has an issue or wants to know more about the scheme?**

Yes. The customer can contact our customer care center 1800 1200 330 for further assistance and information.

**20. Can I receive a voucher from one outlet and redeem at a different outlet?**

Yes. The customer can redeem at any of the Nayara Retail Outlets pertaining to the ones where the scheme is available.

**21. Can I transfer my voucher to someone else?**

Voucher under the scheme is non-transferable and linked to your account.

**22. What if I have issues redeeming my discount?**

If you experience issues while redeeming the discount, contact the scheme's customer support or ask the retail outlet's staff for assistance. You can also check the scheme's FAQ page online for troubleshooting tips.

**23. Can I cancel my participation in the scheme?**

Yes, you can typically cancel your participation at any time by not using the fuel voucher issued.

**24. Will my personal data be shared if I register for the scheme?**

Your personal data is usually handled in line with privacy policies and is not shared with third parties without your consent. Review the scheme's privacy policy for full details on data handling and security measures.

**25. Who should I contact for more information about the scheme?**

For additional information, reach out to the customer support or to the participating retail outlet.