

Capitec and Shell Partnership Rules

1. This Shell Live Better Benefit is available to all Capitec clients from 1 February 2021
2. To get the benefit of 20c per litre cash back on fuel and 0.5% cash back on selected items in-store at Shell Select, you need to register for a Shell V+ Rewards card and pay with a Capitec card or scan to pay. (In-store cash back excludes tobacco products, lubricants, car wash, phone cards and municipal services.)
3. You can ask a Shell service champion for a V+ card at any participating Shell service station in South Africa
4. You can register your V+ card using any one of these methods:
 - **QR code:** scan the QR code at the back of the V+ card using your phone's camera (not through your banking app) . This will take you to the registration page
 - **USSD:** dial ***120*7368#** and follow the prompts
 - Standard USSD rates apply. When using USSD, you must use your own phone to register as the cellphone number used to register will be linked to the card
 - **Online:** visit **v-plus.co.za** and follow the steps
5. To get the cash back benefit mentioned above, you will need to swipe your registered V+ card at participating Shell service stations and pay with your Capitec card or simply scan to pay
6. You won't get the cash back benefit if you didn't register your V+ card or pay with your Capitec card
7. The cash back accumulated on your V+ card can be spent on any products (fuel and/or anything in-store) at Shell
8. Before spending your cash back for the first time, you must set a PIN for your V+ card. To set your PIN, simply:
 - Visit **v-plus.co.za**
 - Log in or register using your V+ card number and cellphone number
 - Go to Manage cards
 - Set your PINYou can then spend your cash back on fuel or anything you need at Shell Select when you swipe your V+ card and enter your PIN
9. Cash back will expire 12 months after date of issue
10. The balance of your cash back on your V+ card can be viewed at the bottom of your cash receipt (it does not include the value earned for the transaction just made). Alternatively, you can check your cash back balance anytime when you:
 - Dial ***120*7368#**
 - Scan the QR code at the back of your card and follow the prompts
 - Log into your account on **v-plus.co.za**
 - Call Shell's Help Desk on **031 001 3390**
11. When you redeem your cash back, you don't get cash back on that transaction
12. Cash withdrawals from your V+ card are not permitted
13. You can register up to 3 cards linked to your V+ account. These should be registered with the same ID number. All cards have the same ability to receive and spend cash back, so spending cannot be limited to one card only. This means:
 - All cards are linked to one account, the cash back accumulated on each separate card is displayed as one total amount
 - You can't allocate cash back to specific cards
 - You can't choose only one card to spend the cash back with
 - As long as you have the V+ card PIN, you can use any of your registered cards to spend your accumulated cash back
 - If you need more than 3 cards linked to your account, contact Shell's Help Desk for assistance on 031 001 3390
14. You cannot swipe your V+ card in conjunction with any other loyalty or benefit card – you can only swipe one loyalty or benefit card per transaction
15. You will only get 15c per litre cash back if you swipe your V+ card and pay with a card from another bank. You'll then get 15c per litre cash back on fuel instead of 20c per litre and 0.5% cash back on selected items in-store (exclusions specified above apply)
16. All Shell V+ related queries should be directed to the V+ Help Desk on **031 001 3390**, Monday – Friday, 8am – 4pm or by emailing **info@v-plus.co.za**. For any other queries or questions, contact **ClientCare@capitecbank.co.za**
17. By using the Shell Live Better Benefit, you acknowledge that you have read all the Shell Terms and Conditions and that you understand and agree thereto
18. Capitec will not be held liable for any issues experienced with the services and products offered by Shell. You hereby indemnify Capitec from any loss and/or damage which you may suffer as a result of your use of Shell service stations and Shell Select stores

19. Capitec disclaims all liability which may arise as a result of your use of Shell services and products
20. Capitec reserves the right to terminate or amend the benefit, and payment thereof and will provide clients with 30 days' notice before such termination is effective. Also note that Capitec intends to change the redemption mechanism of this benefit in the near future. This change will be communicated to clients well in advance