

GENERAL

| No | FAQ | Response |
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| 1 | When is the promotion running until? | The promotion will run from 3 rd November 2023 until 28 th January 2024. |
| 2 | When is the grand raffle? | The grand raffle will be held on the 29 th January 2024 |
| | | 1 Lucky winner will win 1 Million Dirhams Cash |
| 3 | How many total winners will be there in the Shop and win raffle campaign? | Everyone wins! |
| | What are the prizes given? | Daily prizes - after purchase: |
| | | ■ Free ADNOC OASIS Coffee |
| | | ■ Free ADNOC OASIS Iced Beverage |
| | | Free ADNOC OASIS Croissants |
| | | Free ADNOC OASIS Combo |
| | | Free Hot Dog |
| | | Free Pizza |
| | | ■ 50% Off ADNOC OASIS Coffee |
| | | 50% Off ADNOC OASIS Iced Beverage |
| | | ■ 50% Off ADNOC OASIS Croissants |
| | | ■ 50% Off ADNOC OASIS Combo |
| | | ■ 50% Off Hot Dog |
| 4 | | ■ 50% Off Pizza |
| | | 50% Off on Oil Change |
| | | Weekly prizes: |
| | | ■ Total 12 winners x AED50,000 – one winner every week |
| | | Total 12 winners x free fuel for a year (in Rewards points) – one winer every week |
| | | Total 12 winners x free Oil Change for a year (in Rewards points) – one winner every week |
| | | Total 12 winners x 5 Million Rewards points – one winner every week |
| | | Grand Raffle: |
| | | 1 Winner will win 1 Million Dirhams Cash |



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Cash or Card or

wallet

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| 6 | Do I need to be a UAE resident to enter the draw? | You must be registered as an ADNOC Rewards member, you require a valid UAE mobile number and Emirates ID to sign up. | |
| 7 | How do I register to be an ADNOC Rewards member? | Download the ADNOC Distribution app to register OR visit our station with your Emirates ID and our staff will be happy to assist in signing you up. | |
| 8 | Is there any age restriction to enter the draw? | You must be aged 18 years or over to enter the draw | |
| 9 | Which transactions will be eligible for the draw? | All transactions that meet the minimum spend criteria and are paid by Cash, Bank Card or ADNOC Wallet (individual / prepaid account) will be eligible for the draw | |
| 10 | I have a Corporate / Postpaid Wallet account. Can I enter the draw? | The draw is only open to registered Individual / Prepaid Wallet users and not for Corporate / Postpaid Wallet users. | |
| 11 | I am an ADNOC Distribution employee. Can I enter the draw? | The draw is only open to ADNOC Distribution customers; entry is restricted for directors, management, employees, and contracted workers of ADNOC Distribution. | |
| 12 | Which station can I visit to enter the draw? | You can visit any ADNOC service station and purchase our fuel or non-fuel products & services to be entered into the draw | |
| 13 | Can I enter the draw immediately after registration? | Absolutely, we encourage you to register if you are not currently an ADNOC Rewards member and spend at any of our stations to enter the draw. | |
| 14 | What are the ADNOC products and service eligible for the draw? | Eligible products/services are split into two categories - Fuel & Non-Fuel. Fuel category includes ULG 91, ULG95 & ULG 98 grade fuel. Non-Fuel category includes purchases at Convenience stores (excluding certain products), Car Wash & Oil change services and LPG | |
| | How much do I spend to get a raffle ticket? | | |
| | Prize draw entries (differ | rent minimum between fuel vs non-fuel) | |
| 15 | Fuel 75+ AED (one ticket per purchase) | Non Fuel 20+ AED (one ticket per purchase) Non Fuel purchase) | |
| | Product Fuel 2.76 E-Plus 91 Product Special 95 | C-store, Car Wash, Oil Change, LPG (online only), EV charging | |

1 instant prize + 1 Raffle ticket



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| 16 | Are all Convenience Store products eligible for entry to the draw? | Certain products in the Convenience store are excluded from the promotion, including Cigarettes, Telephone Cards, Salik cards etc. These products will not be included to calculate the amount spent at Convenience Stores. |
| 17 | How do I enter the draw? | Paying by ADNOC Wallet will provide an automatic entry for all eligible transactions. If paying by Cash or Bank Card, a onetime registration is required, then you can present your Emirates ID upon purchase to enter the draw. |
| 18 | Where can I check the number of entries to the draw? | Download the ADNOC Distribution app to check your draw entries. Entries will be updated immediately after the purchase. |
| 19 | I have a Corporate / Postpaid Wallet account. Can I enter the draw? | The draw is only open to registered Individual / Prepaid Wallet users and not for Corporate / Postpaid Wallet users. |
| 20 | How many entries am I entitled to if I have an ADNOC Wallet account with beneficiaries? | All eligible transactions of the beneficiaries will be included as draw entry for the main account holder and will be visible to the main account holder on their ADNOC Distribution app. Should the account hold a winning entry, the main account holder will be declared as the winner. |
| 21 | When will the winners be announced? | The following day after the draw. |
| 22 | How will I know if I win the draw? | Draw winners will be announced via social media, on the website and the ADNOC Dist mobile app. |
| 23 | How much time do I have to claim the prize? | You have 14 days from the date of announcement of the winners to answer our call and send your verification details. After that, you have 30 days to claim or receive the prize. |
| 24 | How do I become an ADNOC Rewards member? | There are different ways to enroll in the program: 1.By downloading the ADNOC Distribution app on Google Play or the App Store. 2.You can visit any of our stations with your Emirates ID and our friendly staff will be happy to assist you. |