

PETRONAS MESRA POINTS CONVERSION FAQ

How do I convert my Petronas Mesra Points to AXXESSpoints?

To start converting your Petronas Mesra points into AXXESSpoints, you must be a AXXESS member.

If you are not an AXXESS member yet, you may visit www.axxess.com.my to purchase an AXXESS Card, which once activated, entitles you to become an AXXESS Member and enjoy the benefits and privileges. To find out more about the AXXESS Benefits Programme, please visit www.axxess.com.my

What are the benefits of being an AXXESS Member

AXXESS Members will enjoy the following benefits:

1. Guaranteed reduction of your motor insurance premiums with AXXESSpoints
2. Automatically unlock free medical benefits of up to RM50,000 by meeting a minimum threshold of 400 AXXESSpoints
3. Cashless admission to more than 100 private hospitals nationwide with the AXXESS Card
4. High value AXXESSpoints - One (1) AXXESSpoint = nominal value of RM1.00 at point of redemption
5. AXXESS Mobile App for on-to-go convenience to check your AXXESSpoints balances and transactions
6. Exclusive merchant and partner offers and promotions

What is the conversion rate from Mesra Points to AXXESSpoints?

Conversion value: 1100 Mesra Points = 4.44 AXXESSpoints

Are there any fees and charges to convert my Mesra Points to AXXESSpoints?

No. This benefit is free of charge

Is there a minimum number of Mesra Points required to perform a conversion?

Yes. A minimum of 1100 Mesra Points is required to perform a conversion

Is there a maximum number of Mesra Points allowed per transaction?

Yes. You may convert up to a maximum of 11,000 Mesra Points per transaction

Can I convert AXXESSpoints to Mesra Points?

Please note that AXXESSpoints may not be converted to Mesra Points. AXXESSpoints can only be redeemed against a motor insurance policy with the AXXESS panel of insurers.

What is the point value for AXCESSpoints?

One (1) AXCESSpoint = nominal value of RM1.00 at the point of redemption

What information is required for me to proceed to do the conversion?

Please have your Petronas Mesra Card number ready as it will be required to complete the conversion

Where can I perform the points conversion?

This service is only available online on www.axcess.com.my and you must login to your AXCESS Account to proceed with the conversion.

Can I go to a Petronas Station or visit www.mymesra.com.my to perform the conversion?

Unfortunately, this service is not available at either Petronas Stations or www.mymesra.com.my. Please login to your AXCESS Account to perform the conversion

How do I perform a conversion?

Here are the steps:

Step 1 – Login to your AXCESS Account at www.axcess.com.my and select AXCESS Member

Step 2 – Choose Manage Points in the left menu

Step 3 – Go to Convert Points in the left menu and choose Convert Petronas Mesra from the dropdown selection

Step 4 – Key in your Petronas Mesra Card number and select continue

Step 5 – View your Mesra points balance as shown and key in the number of Mesra points you wish to convert to AXCESSpoints

Step 6 – Click on submit button to proceed with conversion process

Step 7 – An email confirmation with the transaction details will be sent to your registered email address in your AXCESS Account

Can I cancel my conversion after I have performed the transaction?

As the conversion is done in real-time, you will not be able to cancel the transaction after it has gone through.

Who should I contact if I have any questions or need assistance?

For questions on AXCESS Programme, please contact the AXCESS Customer Care Hotline at 1-300-30-2010

For questions pertaining to your Petronas Mesra Card, please contact the Petronas Mesra Customer Service Line at 1-300-22-8888