



FREQUENTLY ASKED QUESTIONS

Are there any fees?

No transaction fees, no annual fees, no card fees.

When do I receive my discount?

At time of invoice at the end of the month, not from participating service stations.

Is my discount off pump price or national price?

'Pump Price' for Mobil and Z cards. 'National Price' for BP Cards.

Can I use my card nationwide?

Yes, at participating service stations (commonly any station that accepts the relative card Mobil, BP and Z cards. Mobil can also be used at participating PAK'nSAVE and New World fuel outlets).

Can I use other discount vouchers on top of my normal discount?

No, discounts cannot be used in conjunction with any other Mobil / BP / Z promotions or supermarket fuelup vouchers.

Do I get one card for Mobil, BP and Z?

No, you get a card for each but only one invoice including all transactions. We provide you with a free card wallet.

When and how do I receive my invoice?

You will be emailed a full detailed invoice/statement at the beginning of each month.

Do I have to pay by direct debit?

Yes, these are our terms of trade. If you wish to pay prior to your direct debit being processed you may do so but we still require a direct debit set up.

How do I pay?

Direct Debit on the 14th of the following month for service station use.

Direct Debit on the 14th and 29th of the month for marine use.

Can I pay using my credit card?

We are unable to process payments by credit card at this stage.

What happens if I change my bank account?

Contact GOfuel on 0800 42 83 83 and we will send you another direct debit form.

Do I need to provide my Pin number when I order cards?

Yes, otherwise you will be allocated a computer generated PIN. This cannot be changed when ordering BP or Z cards.



CONT...



What happens if I forget my PIN?

Contact GOfuel on 0800 42 83 83. Your Pin will be sent to the phone or email contact on the account. You will be asked security questions.

Can I have more than one card?

Yes, you can have as many cards as you would like on one account.

Can I open a 2nd account for my business?

Yes, you can have more than one account for you/your family or your business.

How do I order additional cards on my account?

Select 'Additional Card' from the 'Fuel Cards' Menu on the website:
www.gofuel.co.nz/pages/card-reorder

How do I cancel/delete a card?

If you no longer require a card, select 'Delete Card' from the 'Fuel Cards' Menu on the website:
www.gofuel.co.nz/pages/card-deletion

Please note: If you delete a card it cannot be reissued. If you have lost or had a card stolen, please complete the 'Replace an Existing Card' form on the website
www.gofuel.co.nz/pages/replace-an-existing-card

Can I set limits on my cards?

Yes, you can set limits on \$ amounts and products purchased. You can set daily and monthly credit limits on your cards. You can limit cards to fuel only, fuel and oil, car wash etc. (All services are subject to approval).

Can I collect Fly Buys?

Yes, on your Z Card. On your application form advise us your Fly Buys or Airpoints number, the First name and the Last name on the card.

What happens if my cards are lost/stolen or damaged?

Your cards cannot be used without a correct PIN. Please keep your PIN safe. We are able to cancel and reissue your cards. Select 'Replace an Additional Card' from the 'Fuel Cards' Menu on the website link www.gofuel.co.nz/pages/replace-an-existing-card

Can my card work on the Marine Network?

Yes, Mobil and BP cards can be used at various marine sites around New Zealand. Contact GOfuel for usage or view the GOfuel website www.gofuel.co.nz/pages/marinas

Where can I find GOfuel Term and Conditions?

On the GOfuel website www.gofuel.co.nz

GOfuel Contact Details:

Wellington Office: Phone: 04 233 6180 or 0800 42 83 83

Office Hours: 9am to 5pm – Monday to Friday
(0800 number can be used 24/7 for emergencies only)

Auckland Office: Phone 09 377 0907

Office Hours: 9am to 3pm – Monday to Friday

Please note: Correct at time of printing – subject to change.