



## **GOFUEL MOBIL CARD 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?**

Discount is off 'Pump Price' for Mobil cards.

### **Can I use my card nationwide?**

Yes, at participating service stations (commonly any station that accepts Mobil cards). Download the GOfuel App from App Store – GOfuel NZ to find your closest service station.

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

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

### **How do I pay?**

The amount owing will be debited from your selected bank account on the 14<sup>th</sup> of the month following the invoice.

### **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.

### **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 or email [support@gofuel.co.nz](mailto:support@gofuel.co.nz) and we will send you another direct debit form.

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

Yes, please select a 4 digit PIN number that you will remember.

### **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.



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### 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?

If you require another card/s, go to [www.gofuel.co.nz/pages/card-reorder](http://www.gofuel.co.nz/pages/card-reorder) and select 'Additional Card' from the 'Fuel Cards' Menu.

### What happens if my card/s are lost/stolen or damaged?

Your card/s cannot be used without the correct PIN. Please keep your PIN safe. We are able to cancel and reissue your cards should they be lost, stolen or damaged.

To replace a card, please complete the 'Replace an Existing Card' form on the website to have the card reissued [www.gofuel.co.nz/pages/replace-an-existing-card](http://www.gofuel.co.nz/pages/replace-an-existing-card)

### How do I cancel/delete a card?

If you no longer require a card, go to [www.gofuel.co.nz/pages/card-deletion](http://www.gofuel.co.nz/pages/card-deletion) and select 'Delete Card' from the 'Fuel Cards' Menu.

**Please note:** If you delete a card, it cannot be reissued and will have to be re-ordered.

### 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 my card work on the Marine Network?

Yes, Mobil 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](http://www.gofuel.co.nz/pages/marinas)

### Where can I find GOfuel Term and Conditions?

On the GOfuel website [www.gofuel.co.nz](http://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.*