



FREQUENTLY ASKED QUESTIONS

1. HOW LONG DOES IT TAKE TO PROCESS ADDITIONAL AND REPLACEMENT CARDS?

Processing takes 5 – 7 working days upon receipt of the completed Customer Request Form (CRF). The cards will then be delivered to your registered billing address via LBC.

2. IS THERE A FEE FOR ADDITIONAL AND REPLACEMENT CARDS?

Yes, there is a fee of Php300.00 for each additional card, and Php250.00 for a replacement card.

3. CAN I CHANGE MY CARD LIMITS?

Yes, you may adjust your card limits (monthly, daily, transaction and product limits). Kindly email the accomplished Customer Request Form to petronfleetcard@petron.com for processing.

4. HOW CAN I CHECK MY CARD BALANCE?

You may check your balance at any Petron Fleet affiliated station before and after each transaction. A balance inquiry slip will be provided to the driver.



5. IS ODOMETER CHECKING REQUIRED AFTER EVERY TRANSACTION?

As one of the key features of Petron Fleet Card, Odometer checking is required for our Vehicle and Driver-Vehicle fleet card holders. Our system will automatically prompt the service master/cashier to input the odometer of the vehicle.

6. HOW DO I REPORT A LOST OR STOLEN CARD?

Please request the deactivation of your card immediately by calling our hotline at 8802-7777 or emailing petronfleetcard@petron.com

7. HOW LONG DOES IT TAKE TO CHANGE MY CARD LIMITS?

Card adjustments are processed within one day. An adjustment confirmation will be sent to the Fleet Manager.

8. WHAT SHOULD I DO IF MY CARD IS DEACTIVATED UPON BALANCE INQUIRY?

Cards may be deactivated if there are overdue balances. Please check with your Fleet Manager to ensure that your bill has been settled on time.

9. IS THE FLEET CARD TRANSFERABLE?

No, the Fleet Card is non-transferable and non-convertible to cash.



10. WHAT WILL HAPPEN TO MY UNCONSUMED CARD BALANCE?

Your card balance will automatically reset after your cycle cut-off.

11. WHEN CAN I EXPECT TO RECEIVE MY STATEMENT OF ACCOUNT?

You may view and download your monthly statement of account from the Petron Fleet Card Portal at <https://fleet.petron.com>. Hard copies will be delivered via LBC to your registered billing address within 7 to 10 working days after the statement date.

12. WHAT WILL HAPPEN IF I DID NOT RECEIVE MY STATEMENT OF ACCOUNT WITHIN THE GIVEN PERIOD?

You may download your monthly statement of account from the Petron Fleet Card portal using your log-in credentials. Alternatively, you may request for it by emailing petronfleetcard@petron.com

13. HOW DO I SETTLE MY PETRON BILL?

Payments can be made via over-the-counter payment facility through our partner banks, Unionbank, BDO and PNB with "Petron Corporation" as the payee. Please use your payee code seen on the upper right portion of your SOA as reference number.



PETRON FLEET CARD

14. IS THERE A DEADLINE FOR THE PAYMENT?

Yes, your account's due date is indicated on the upper right side of your SOA. Failure to settle on or before the due date would mean an automatic suspension of account and late payment charges shall be imposed.

15. IF MY ACCOUNT HAS BEEN SUSPENDED DUE TO OVERDUE, HOW DO I REQUEST FOR REACTIVATION?

Please settle your account and send the proof of payment to petronfleetcard@petron.com to request for reactivation.

16. HOW CAN I CONTACT PETRON FLEET CARD?

You may reach us through our hotline at 8802-7777 or via email at petronfleet@petron.com from Monday – Friday 7am – 10pm, and Saturday-Sunday and Holidays from 8am – 5pm.

17. HOW CAN I AVAIL OF FREE TOWING?

Active Petron Fleet cardholders are entitled to free 24-Hour Towing and Roadside Assistance nationwide from our partner, AAP. Petron will cover the initial Php5,000 per towing event. PFC Holder must call the Petron Emergency Dedicated 24/7 Hotline (02-8-7230801) or (0998-984-0737). The PFC Holder must present his or her Petron Fleet Card at the time of availment.



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18. IS THERE A LIMIT FOR TOWING SERVICES?

Yes, each card is entitled to a maximum of 3 towing events per year, with Petron covering up to Php 5,000 per event.

19. DO ALL PETRON STATIONS ACCOMMODATE FLEET CARDS?

We currently have more than 1,200 Fleet affiliated stations nationwide. All Petron service stations in NCR, major highways and key cities in provinces can accommodate the Petron Fleet Card.