



Shell Licensee

Shell Card and AGA Roadside Assistance Gifted Offer – Terms and Conditions June 2025

1) Promoter

This Shell Card and AGA Roadside Assistance Gifted offer (“**Offer**”) is conducted by Viva Energy Australia Pty Ltd (ABN 46 004 610 459), of Level 16, 720 Bourke Street, Docklands, VIC 3008 (“**Viva Energy**”, “**we**”, “**us**”, “**our**”).

2) Acceptance of terms

Participation in this Offer by the Eligible Business is deemed acceptance of the following Terms and Conditions as amended from time to time:

- a) these Terms and Conditions;
- b) Shell Card Terms and Conditions, available [here](#);
- c) AGA Roadside Assistance for Shell Card Terms and Conditions, available [here](#)

3) Application Period

Applications for this Offer must be received between 16th June and 31 July 2025 (“**Closing Date**”). Subject to applicable law, we reserve the right to withdraw or vary this Offer prior to this date (and prior to Applications for the Offer being accepted).

4) Eligibility

- a) Participation in the Offer is only open to “**Eligible Businesses**” that:
 - i) are an Australian business which hold a valid ACN/ABN
 - ii) submit a fully completed Shell Card account application and quote the promotional Code “**ALLIANZ25**” when completing the Shell Card account application (“**Eligible Business**”) by the Closing Date (“**Shell Card Application**”).
- b) Shell Card Applications are subject to approval by us, including credit checks and approval, in our absolute discretion and in accordance with the Shell Card Terms and Conditions. If a Shell Card Application is not approved by us, the Eligible Business will be ineligible to participate in the Offer.
- c) The number of vehicles that will be covered for each customer will be based on applicants answer to the question “how many vehicles are in your fleet” during Shell



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Card Application. This will be limited to a maximum of 5 cars and vans per account. Trucks will not be included in the offer.

- d) This Offer does not apply to any business ("**Ineligible Business**") that:
- i) is a current Shell Card Customer; or
 - ii) Participates in or accepts an alternative Shell Card Offer.

5) Offer Benefits:

- a) This Offer entitles the Eligible Business to a "**Fuel Offer**", which includes:
- i) a discount of six (6) cents per litre off the pump price of Shell Unleaded, Premium Unleaded, Shell Diesel AND/OR Premium Diesel fuels, excluding LPG and AdBlue, at sites that accept Shell Card, including Shell branded sites, Shell Reddy Express, Shell Coles Express, OTR, Westside, Mogas and Liberty branded sites ("**Eligible Sites**"); and
 - ii) no monthly card fees or transaction fees for the first twelve (12) months. All discounts are expressed on a GST inclusive basis
- b) This Offer also entitles the Eligible Business to a "**AGA Roadside Assistance Offer**", which includes:

i) Complementary AGA Roadside Assistance for the Shell Card account holder for a period of 12 months ("**Membership Period**"), as detailed in and subject to the AGA Roadside Assistance for Shell Card Terms and Conditions, available [here](#), for a maximum of 5 Eligible Vehicles. "**Eligible Vehicle**" is a private motor vehicle not exceeding 4,500 kg for use on public roads, registered in a state or territory in Australia and registered under the AGA Roadside Assistance membership, including caravan or trailers not exceeding 3,500 kg (including load) and less than 7 metres in length or 3 metres in height or 2.3 metres in width, which is attached to the vehicle.

ii) Tricycles, quads and vehicles used for commercial transportation of persons or emergency services purposes such as Taxi/ Ride-hails, rideshare services, ambulances, rental cars, driving schools and hearses are excluded (**Ineligible Vehicles**).

iii) We will provide the details of each Eligible Business who qualifies for the Offer to the issuer of the AGA Roadside Assistance, AWP Australia



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Pty Ltd ABN 52 097 227 177 trading as Allianz Global Assistance, so that the AGA Roadside Assistance Offer can be awarded. It is a condition of participating in the Offer that each Eligible Business agrees for their details to be shared with Allianz Global Assistance and for such information to be managed in accordance with their privacy policy at <https://www.agassistance.com.au/roadside/Privacynotice.pdf>

6) Offer Validity:

- a) The Fuel Offer is applied for a period of twelve (12) months plus five (5) days from card production ("**Fuel Offer Period**")
- b) The **AGA Roadside Assistance Offer** includes AGA Roadside Assistance for the Shell Card account holder for a period of 12 months from the commencement of the Membership Period. The Membership Period will commence up to 4 weeks after the date of approval of the Shell Card Application. Eligible businesses will be contacted via email and/or postal letter by Allianz Global Assistance regarding their membership details including policy number and expiry date.

7) After the Expiration of the Offer:

- a) At the expiration of the Fuel Offer Period:
 - i) Eligible Businesses will be entitled to receive a discount of four (4) cents per litre off premium fuels and two (2) cents per litre off regular fuels (excluding LPG and AdBlue®) at Eligible Sites; and
 - ii) a monthly card fee of \$2.50 per Card will be applicable;
 - iii) if the Eligible Business does not wish to continue with their Shell Card membership on the basis of the above terms, they can elect not to use their Shell Card. Any use of Shell Card after the end of the Fuel Offer Period by the Eligible Business will automatically be subject to the terms set out in this clause 7;
- b) At the expiration of the Membership Period for the **AGA Roadside Assistance Offer**:
 - i) At the end of the 12 month membership of AGA Roadside Assistance for Shell Card Membership the Eligible Business will have the option to continue their membership at a fee, as determined and shared by Allianz Global Assistance at the time of policy expiry.
 - ii) The Eligible Business must confirm directly with Allianz Global Assistance if they wish to renew their membership after the Membership Period and will be responsible for payment of all applicable fees associated with such renewal.



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8) General Terms and Conditions

- a) If a Shell Card Application is not approved by us, the Eligible Business will be ineligible to participate in the Offer. Processing of Shell Card Applications and credit approval may take up to four (4) weeks from the date of submission in some cases, subject to full information disclosure. Once approved by Viva Energy, physical Shell cards may take up to two (2) weeks to be delivered to a new customer.
- b) Viva Energy is not liable for claims or correspondence that are misplaced, misdirected, delayed, lost, incomplete, illegible or incorrectly submitted.
- c) Viva Energy's decision, which will be made acting reasonably, in connection with all aspects of this Offer is final and binding on every person who participates or seeks to participate, and no correspondence will be entered into.
- d) If this Offer cannot run as planned for any reason beyond Viva Energy's control, for example due to software, hardware or communications issues, unauthorised intervention, tampering, fraud or technical failure, Viva Energy may (acting reasonably) end, change, suspend or cancel the Offer, subject to applicable laws.
- e) Viva Energy reserves the right, at any time and in its sole discretion, to verify the validity of Shell Card Applications/claims, participants or authorised representatives, and to disqualify any Eligible Business whose authorised representative Viva Energy has reason to believe has breached any of these Offer Terms and Conditions or the Terms and Conditions applicable to their Shell Card account, or has engaged in any unlawful or other improper misconduct calculated to jeopardise, or which has the effect or likely effect of jeopardising, the fair and proper conduct of the Offer. Viva Energy's legal rights to recover damages or other compensation from such an actor are reserved.
- f) To the extent permitted by law, Viva Energy and the agencies and companies associated with this Offer are not liable (including in negligence) for any loss (including indirect, special or consequential loss or loss of profits), expense, damage, personal injury, illness or death suffered in connection with this Offer, except for any liability which by law cannot be excluded, in which case that liability is limited to the fullest extent permitted by law. This does not affect your statutory rights, including under the Australian Consumer Law.
- g) Viva Energy and Allianz Global Assistance are not responsible for any tax implications arising from this Offer and you should seek independent financial advice.



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- h) The benefits awarded in connection with the Offer are not exchangeable, transferable or redeemable for cash.
- i) Viva Energy will use and handle personal information collected as set out in its privacy policy available at <https://www.vivaenergy.com.au/contact-us/privacy-policy>. In addition to any use that may be outlined in the Privacy Policy, we may, for an indefinite period, unless otherwise advised, use the personal information collected for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the nominated representatives of the Eligible Business. The Privacy Policy also contains information about how individuals may opt out, access, update or correct their personal information, how they may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. All entries become the property of Viva Energy.
- j) Each person that submits their personal details in connection with this Offer acknowledges and consents to the disclosure of their personal information by Viva Energy to its contractors, service providers, Offer suppliers and agents for the purpose of conducting this Offer. Participation in the Offer is conditional on providing this personal information.
- k) The laws of Victoria, Australia apply to this promotion to the exclusion of any other law. Eligible Businesses submit to the exclusive jurisdiction of the courts of Victoria, Australia.
- l) Without limiting the above Terms and Conditions and to the extent allowed by law, this Offer is not a legal offer capable of acceptance, but rather an invitation to treat. Viva Energy Australia Pty Ltd ABN 46 004 610 459 Level 16, 720 Bourke Street, Docklands, Victoria, 3008.