

FUEL CARD

You have been issued an Eqstra fuel card which is unique to your vehicle. The fuel card is either black or grey, the black cards are issued to petrol vehicles and the grey cards are issued to diesel vehicles.

Please ensure that the following details on the card are correct:

- Company name
- Vehicle registration number

The fuel card may only be used for the following:

- Refuelling (petrol or diesel)
- Top-up oil between services
- Boomed toll gates

Please keep your fuel card safe, if your card is misplaced or stolen, contact your fleet manager or Eqstra's contact centre on: **0861 2878 6637 (0861 CUSTOMER)**

Stolen/misplaced fuel cards will be hot-listed by the bank and a replacement fuel card will be ordered and delivered to you.

Updating your driver details:

To ensure a full-service experience, please update your driver details using the driver details update functionality on our driver app.

Download our **Fleet App**



Visit us at www.efm.co.za



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Please ensure that the fuel attendant records the correct odometer reading at the time of the transaction. Incorrect odometer readings will flag the transaction as suspicious.

If you have a diesel vehicle:

- Refuel at a Caltex Star Alliance forecourt
- Only refuel with 50 ppm diesel
- Please ensure that the petrol attendant uses the Caltex Point of Sale (POS) machine when swiping your card to process the transaction
- A Star Card slip only has the volume printed at the bottom
- Your card will be accepted at any forecourt; however, only transactions at the Caltex Star Alliance Forecourt qualify for the rebate
- Your fleet manager receives a monthly report which reflects a list of vehicles refuelled at the Caltex Star Alliance forecourts and the rebate earned from those transactions

Eqstra is responsible to order and deliver new cards to your fleet manager prior to the expiry date as displayed on the card.