



BHK 7202

SHELL MALAYSIA TRADING SDN BHD

(Co. No. 6087-M)

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Wilayah Persekutuan

MALAYSIA



Customer Service Hotline: 1 300 22 8181

Fax: 1 300 82 8283

E-mail: generalcardrequests-my@shell.com

Website: www.shell.com.my/shellcard

21/01/2021

Your New Shell Chip & PIN Card

Please find your new Shell Chip & PIN card enclosed, which you can use immediately.

Your card number is 7002841200208000446

Why have I received a Chip Card?

As part of a global effort to reduce fraud and improve card security, a new Chip & PIN card offers the following additional security features:

- An embedded microprocessor chip that cannot be cloned
- Industry standard PIN authentication, that verifies the person attempting to make the transaction is the person to whom the card belongs

How do I use my Chip Card?

Card must be inserted into the card terminal and you will be prompted to enter a PIN number.

- If a pin is entered incorrectly more than 3 times, your card will be blocked until the next working day
- For a new card or replacement card, the PIN code will change, and be sent separately for security reasons. If this is a new card (expiry renewal), your PIN code will remain the same

Should you have any questions or require further assistance, please contact our Customer Service Centre at 1 300 22 8181.

Customer Service Centre
operating hours:
Monday to Friday 8:30am - 6pm

