BUDI95 with CaltexGO

1. **What is this BUDI95 programme all about & how does it relate to the use of CaltexGO?**

   This program is a Malaysian Government initiative to target the RON95 petrol subsidy, where Malaysian citizens continue to enjoy RON95 petrol at a lower subsidized price of RM1.99 per liter by using their MyKad.

   Customer can now enjoy the BUDI95 subsidy and additional savings by refueling using CaltexGO.

2. **Who is eligible for this BUDI95 program?**

   Registered CaltexGO members under the following categories:

   i. Members of armed forces and police – starting 27 Sep 2025
   ii. Sumbangan Tunai Ramah (STR) B40 recipients – starting 28 Sep 2025
   iii. Malaysians (16 years above) with MyKad and active driving license – starting 30 Sep 2025

3. **How to on-board customer's eligibility?**

   Customer can on-board his/her eligibility by linking his/her Touch 'n GO e-wallet account on CaltexGO app.

4. **What is the requirement to enable the on-boarding of BUDI95 program?**

   Customer would need to have a Touch 'n GO e-wallet account (with eKYC verified) and similar registered mobile number.

5. **Is physical MyKad required?**

   No, customer would just need to verify his/her Touch 'n GO e-wallet account and provide MyKad number during the process.

6. **How does a customer pay for RON95 fuel and get BUDI95 subsidy?**

   Once customer's Touch 'n GO e-wallet account is linked, proceed to pump RON95 using CaltexGO. BUDI95 subsidy will be applied instantly.

7. **Can a customer input fuel purchase in liters in the CaltexGO app?**

   No, customers can only input in Ringgit (RM) value in the app.

8. **What is the method of payment?**

   Customers would need to bind your payment method; debit or credit card to enable pump & pay using CaltexGO.

9. Is there a pre-authorization?

Yes, there will be pre-authorization for each CaltexGO transaction depending on the set amount plus eligible quota available. Please ensure sufficient funds in the customer's debit account/credit limit taking into account pre-authorized amount.

10. What are the fueling scenarios with subsidy?

Assumption of RON95 pump price RM2.05 and subsidized price RM2.00:

- Scenario 1: Preset & Dispense Specific Amount:

  i. Preset RM10
  ii. System will pre-authorise to dispense RON95 worth RM10.25
  iii. Dispense RM10.25 worth of RON95
  iv. Pay RM10 (0.25sen is subsidized amount)

- Scenario 2: Preset Amount/Select Full Tank but Underfill:

  i. Preset RM10
  ii. System will pre-authorise to dispense RON95 worth RM10.25
  iii. Dispense only RM8 worth of RON95 (instead of RM10.25 as pre-authorise)
  iv. Pay RM7.80 (0.20sen is subsidized amount)

11. Will customers get loyalty points?

Yes, Caltex Rewards points or BPoints will be awarded based on liters dispensed (round down) on pump price.

12. Can customers redeem loyalty points or apply Caltex fuel voucher?

Yes, customers may redeem Caltex Rewards points/BPoints or apply Caltex fuel voucher on 'Preview Payment' screen after fueling.

13. Can customers get more details on the transaction?

Customers can view transaction details on CaltexGO app or via e-receipt sent to his/her registered email address.

14. How can a customer check his/her balance quota & eligibility?

Customers can check your balance quota & eligibility by accessing the BUDI95 section on CaltexGO.

15. Where can customers find more information on this program?

- BUDI MADANI Customer Service Centre
    i. Official BUDI95 website: www.budimadani.gov.my / www.budi95.gov.my
    ii. Hotline: 1300-88-9595
    iii. WhatsApp line: 03-26314595
    iv. Email: tanya@budi95.gov.my

- Caltex Customer Support
    i. Hotline: 1800-88-3188 (for inquiries regarding CaltexGO, including requests to unblock CaltexGO accounts via phone numbers)
        - Operating Hours:
            ❖ Monday – Friday: 8 AM to 6 PM
            ❖ Saturday: 8:30 AM to 12:30 PM
            ❖ Sunday & Public Holidays: Closed

- MyKad Terminal Technical Support
    i. Hotline: 03-77201990
        - Operating Hours:
            ❖ Technical Issues or Faults: 8:30 AM – 12 AM daily
            ❖ EDC Terminal Maintenance: 8:30 AM – 12 AM daily
            ❖ EDC Terminal Application: 8:30 AM – 5:30 PM Monday to Friday (excluding weekends & public holidays in Selangor)