

Esso app introduction and user manual

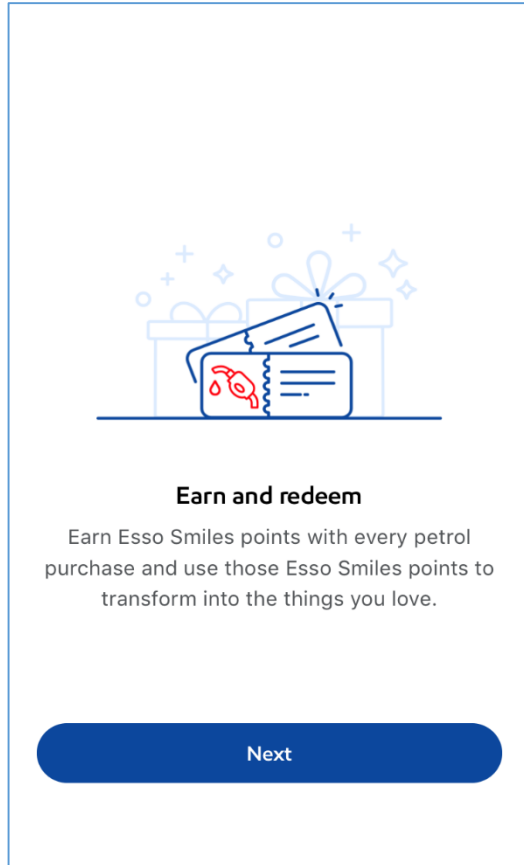
(Applicable to those with no Esso Smiles online accounts)



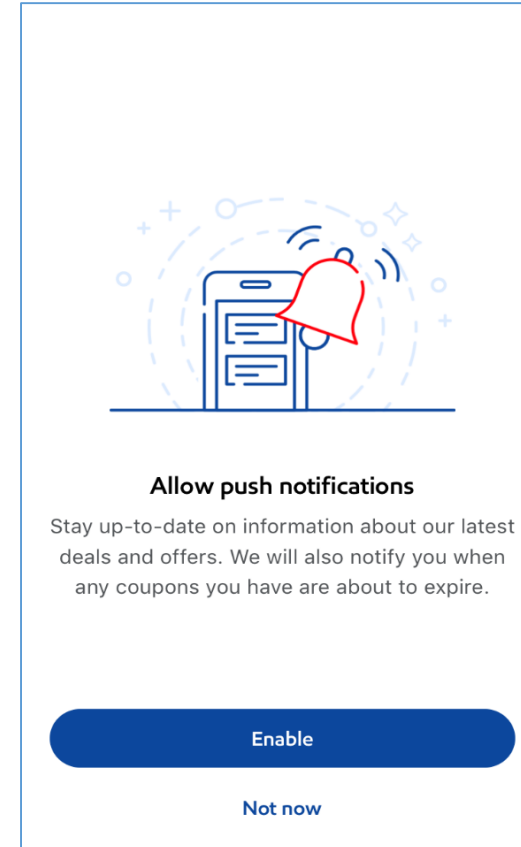
For enquiries, please contact...

Esso Smiles Customer Service Centre: Please press "3" after language selection
(operating hours: 8am to 6pm, Mondays to Fridays; 8am to 1pm, Saturdays; closed on
Sundays and Public Holidays)

Esso app introduction screen



This is the first screen you will see after you have installed the Esso app. Click "Next"



We suggest you allow push notifications, so you can stay up-to-date on our latest news and offers such as our special fuel discounts, convenience store promotions and exclusive offers for Esso Smiles members.

Please click "Enable".

If you click "Not now" no push notifications will be sent to you. However, you can still check current messages from Esso via the "INBOX" at the bottom of the Esso app.

Esso app introduction screen



Allow location services

Letting us know where you are when you use the app will allow us to serve you better. We can help you find a service station closest to you or make it faster to get to your reward coupons when you are at one of our stations.

Enable

Not now

The location service can help you find the nearest Esso stations to you and notify you of limited offers available at different Esso stations.

Click "Enable" or "Not now" to let the Esso app access to your location



Welcome to Esso app!

Register and login today to earn bonus Esso Smiles points, get updates on your Esso Smiles points balance, and redeem for rewards instantly.

I have an Esso Smiles card

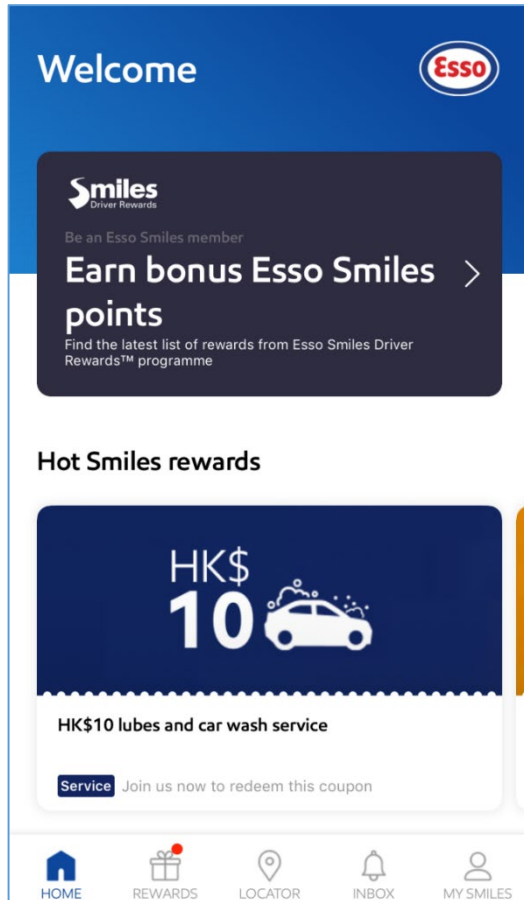
Don't have an Esso Smiles card?

Continue as guest

If you have an Esso Smiles card, please click "I have an Esso Smiles card" to continue.

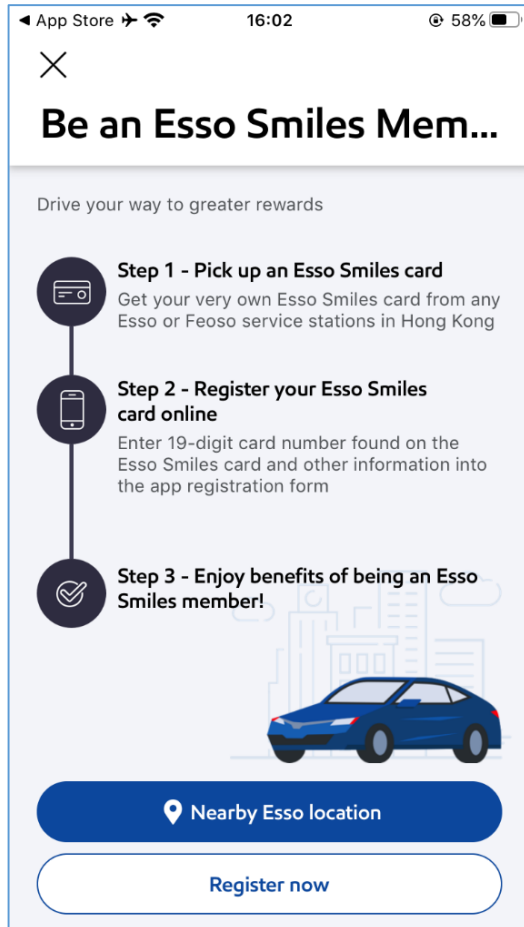
If you do not have an Esso Smiles card, please click "Don't have an Esso Smiles card", you will be directed to the procedure to get a card.

If you click "Continue as guest"



If you click "Continue as guest" you will enter the main page on the app and be able to see all the Smiles rewards and latest news.

If you are still not an Esso Smiles member...



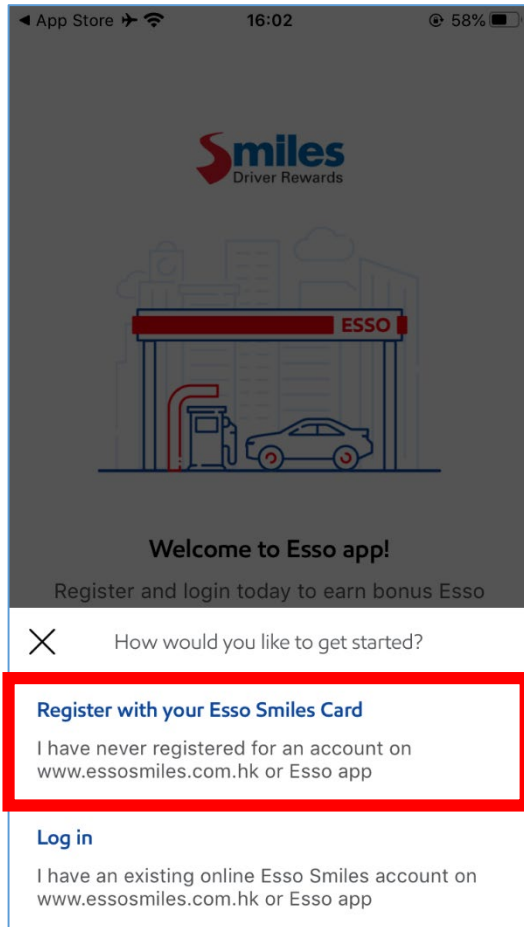
Please check with any of our nearby Esso or Feoso stations to pick up an Esso Smiles card.

You can instantly enrol as an Esso Smiles member to enjoy fuel discounts and earn Esso Smiles points.

If you prefer, you can complete the Esso Smiles card registration via the Esso app. Please prepare your Esso Smiles card, log in email address and password upon registration.

With a few clicks, you can then redeem Esso Smiles points for great value in the Esso Driver rewards programme.

First time log in to the Esso Smiles online account...



Please prepare your Esso Smiles card.

If you have never registered your Esso Smiles card or Esso Smiles online account before, please click "Register with your Esso Smiles card."

If you have an existing Esso Smiles online account from registering on our Esso Smiles website www.EssoSmiles.com.hk or the Esso app, simply click "Log in".

First time log in to your Esso Smiles online account...

✕

Please enter your Esso Smiles card / credit card information linked with Esso Smiles Card.

Smiles card ⓘ

Smiles card number
78003448 - 11 digits card number ⓘ


Credit card linked with Smiles ⓘ

Preferred login email address

Confirm login email address

Mobile phone number
HK(+852) Mobile phone number

Continue

 Get your very own Esso Smiles card from any Esso or Feoso service stations in Hong Kong

- 1 Please insert your 11-digit Esso Smiles card number. If you wish to link up an Esso co-brand credit card with your Esso Smiles online account, choose "Credit card linked with Smiles".
- 2 This email address will also be used as your Esso Smiles online account login. Please make sure you can access this email address to receive emails from Esso Smiles.
- 3 Please input a mobile number where you can receive a verification SMS.

Credit card linked with Smiles ⓘ

Credit card number
First 6 digits Last 4 digits ⓘ

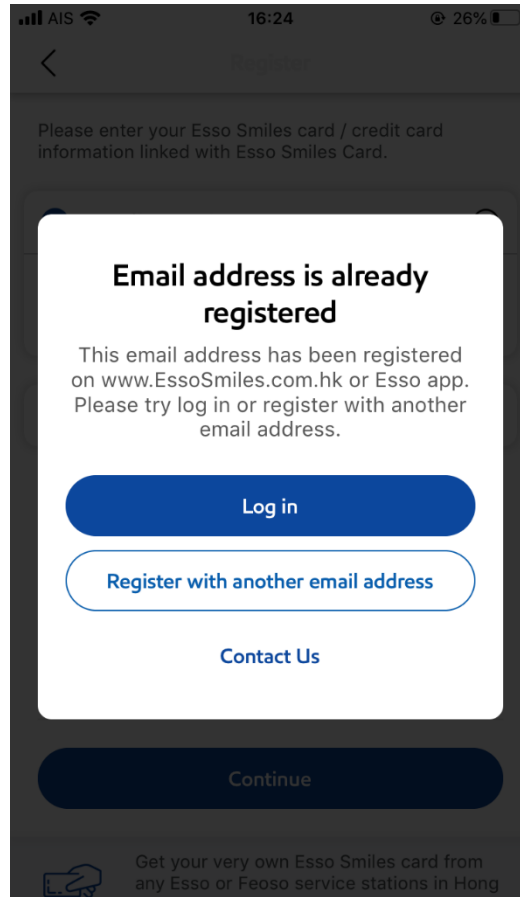
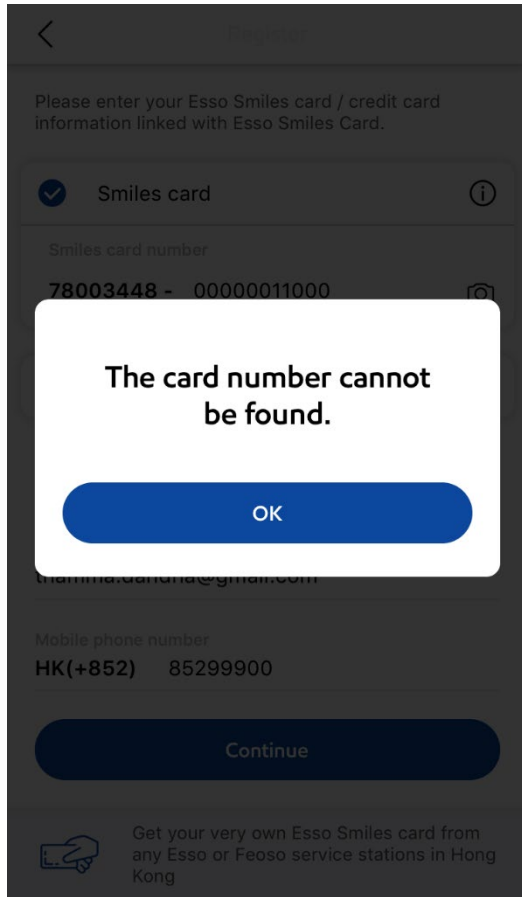
Preferred login email address

Confirm login email address

Mobile phone number
HK(+852) Mobile phone number

If you choose to link a credit card with Smiles, please fill in the credit card number and the email address and mobile number that has been used to register your credit card.

If these error screens pop up...



(1) Esso Smiles card number or linked with Credit card number

Note: In case you input an incorrect Smiles card or Credit Card number, an error message will pop up saying "Card number cannot be found".

If the number you have input is correct but you still get error message, call [Smiles Customer Service Centre](#). This can happen if the mobile number you input in (3) is not the same as in your credit card database

(2) Email address

Note: do not repeat with an email that has already been registered, if it's already in use, the app will show an error message and you will need to enter another email address.

(3) Mobile phone number

Note: this should be the same number you provided earlier to the credit card company if you input that credit card number to link to Smiles – if the number not the same, you will not be able to register
Call [Smiles Customer Service Centre](#) if you need to update your mobile phone number

Smiles Customer Service Centre : Please press "3" after language selection (operating hours: 8am to 6pm, Mondays to Fridays; 8am to 1pm, Saturdays; closed on Sundays and Public Holidays)

First time log in Esso app verification code

< Verification Code

Please type the verification code sent to
HK(+852) 9999-9999

A255 - 6-digit code

Resend in 56s

[Change mobile phone number](#)

6-digit code Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	✕

Please input the 6-digit code displayed in the SMS you receive. The code will be void and resent after 60 secs.

If you wish to receive an SMS to another mobile phone number, please click "Change mobile phone number".

Filling in your personal information

The screenshot shows a mobile registration form titled "Register" with a "Submit" button. The form is divided into three sections: "Personal information", "Security", and "Preferences and terms".

- Personal information:** Contains three input fields: "Surname", "Given name", and "Birthday (Month/Year)". A red circle with the number "1" is positioned to the right of these fields.
- Security:** Contains three input fields: "Email address", "Password", and "Confirm password". A red circle with the number "2" is positioned to the right of the "Email address" field.
- Preferences and terms:** Contains a checkbox labeled "I would like to get information via SMS". A red circle with the number "3" is positioned to the right of this checkbox.

Please fill in your personal information.

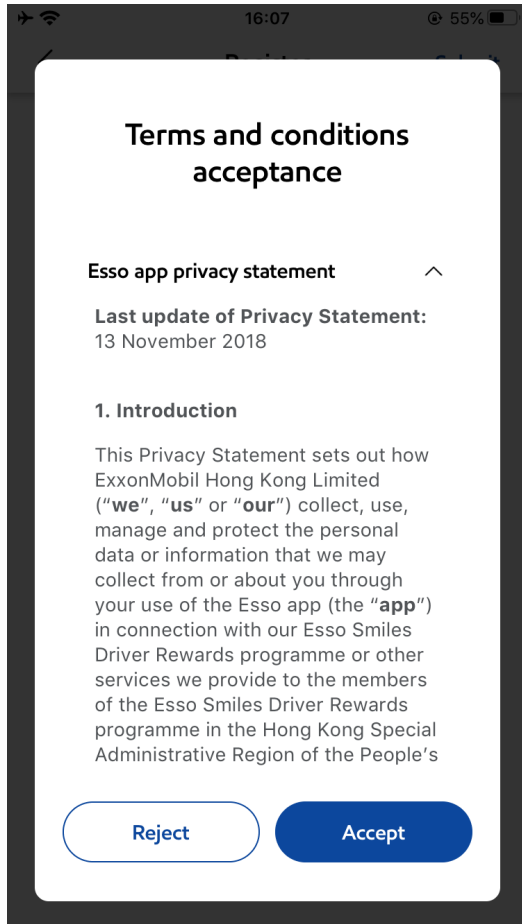
Esso Smiles members can enjoy birthday offers during their birthday month. The information to be filled is mandatory to be entitled to this offer.

This password is used for logging in to the Esso Smiles online account.

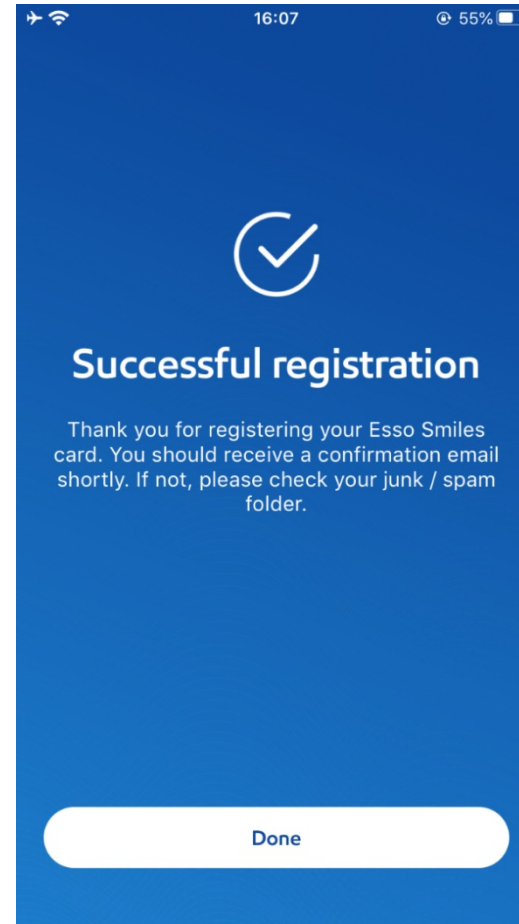
The password setting needs to be input in two fields. If the password is not the same in both two fields the app will not allow you to register.

Select this if you also wish to get Esso news via email and your mobile number.

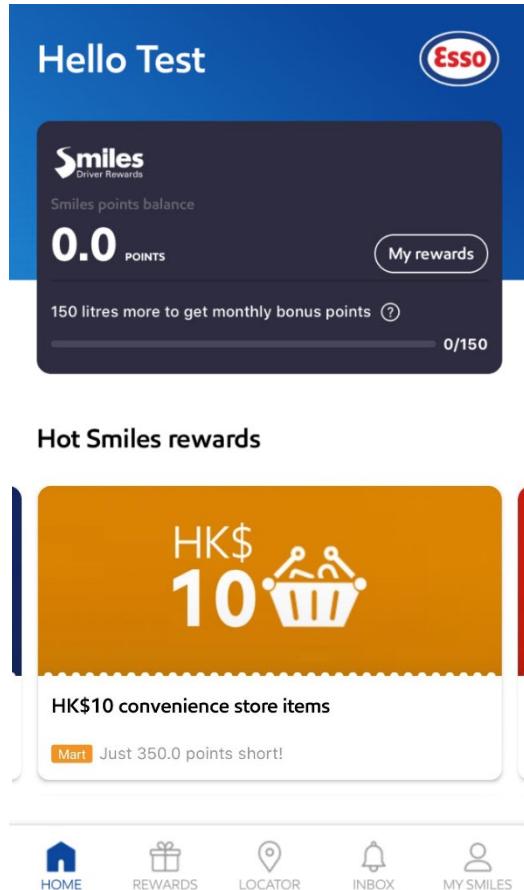
Esso app Terms and Conditions



Please read the privacy statement and click "Accept" to use the Esso app.



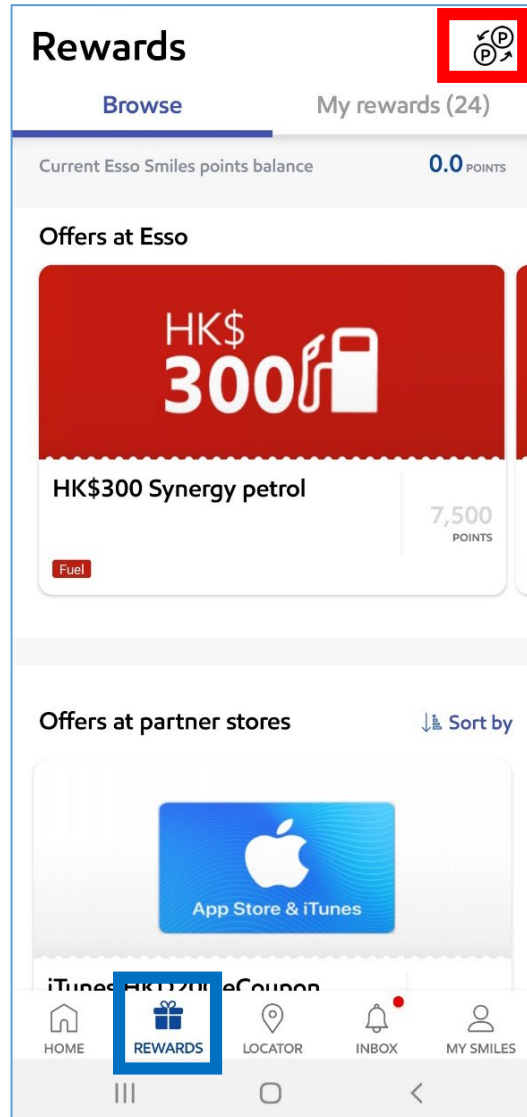
Esso app welcome page



This is your Smiles Driver rewards programme summary

- 1) You can instantly check your Esso Smiles points balance
- 2) "My rewards" contains every currently effective eCoupon
- 3) Exclusive rewards for members: Esso Smiles monthly bonus points fuel spending target


Rewards – Redeeming eCoupons and points conversion

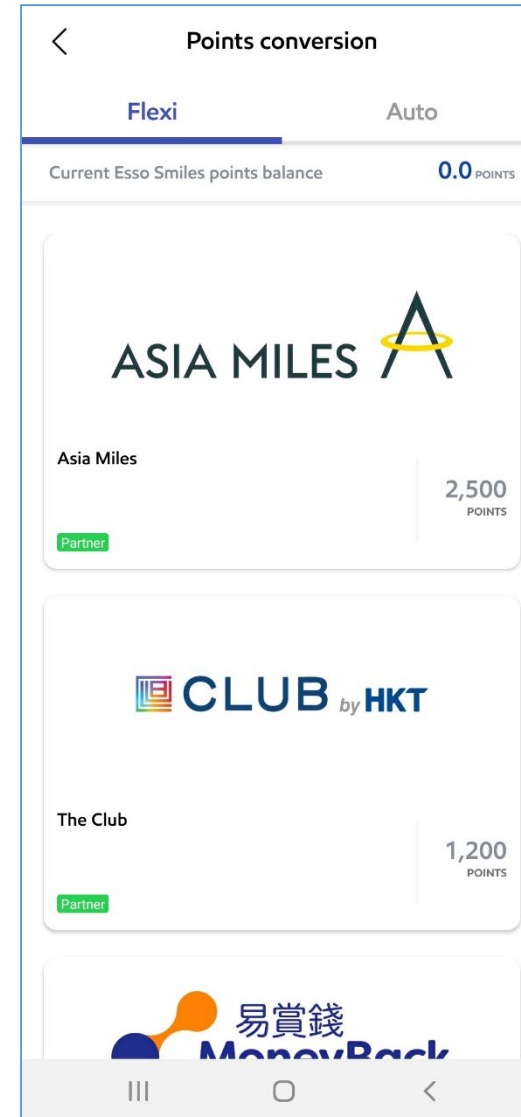


Click on “REWARDS” at the bottom of the menu to access this page.

The REWARDS section includes available Esso Smiles eCoupons and points conversion.

Please click on “MY REWARDS” to check available eCoupons

If you wish to convert Esso Smiles points into Asia Miles, Clubpoints or Moneyback points, please click  in the top right



If you're looking to redeem more than just free fuel or convenience store items, you can turn your Esso Smiles points into Asia Miles, Clubpoints or MoneyBack points to enjoy their rewards and benefits.

Flexi-conversion

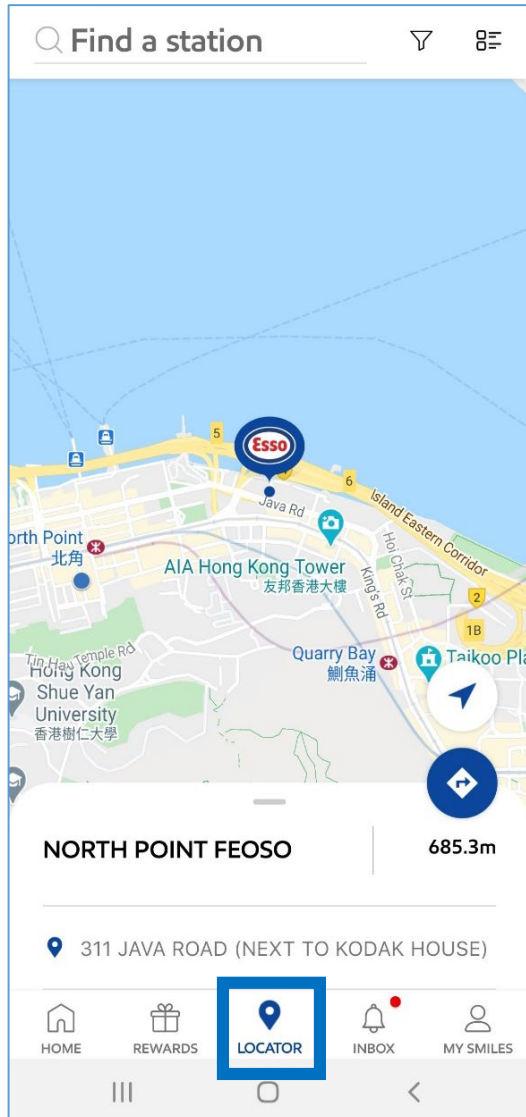
Flexi-conversion is performed on an ad hoc basis. You can choose a specific amount of Esso Smiles points (in minimum blocks) to convert to the selected partner's loyalty points.

Auto-conversion

All Esso Smiles points accumulated in your Esso Smiles account will be automatically deducted (in minimum blocks) and converted to the selected partner's loyalty points on a regular basis.

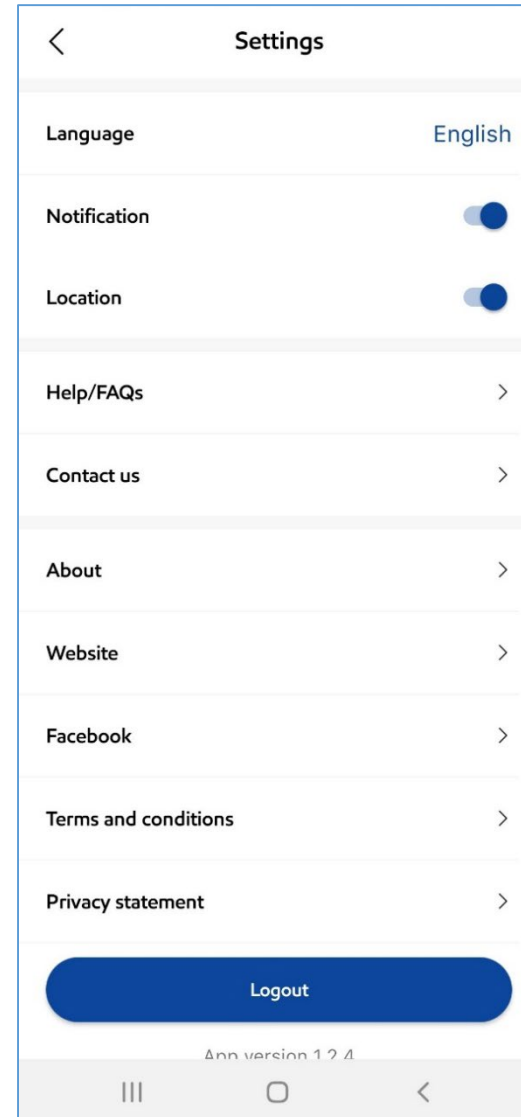
Terms and Conditions apply.

Station locator – Search for nearby Esso service stations




Click on “LOCATOR” at the bottom of the menu to access this page.

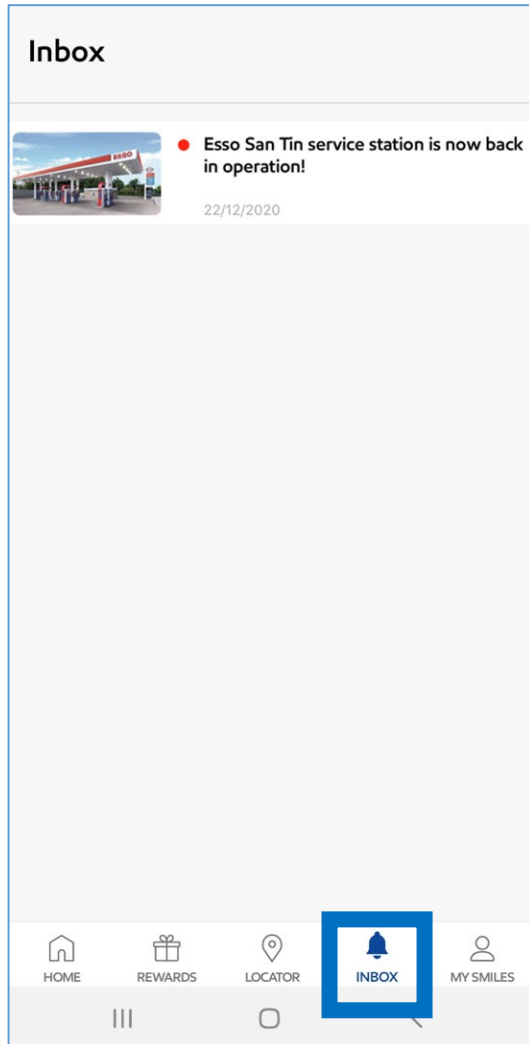
This shows the nearest Esso stations. Dragging down will reveal show the station telephone number, opening hours and facilities.



Note: You must switch on the location detector in order to access your location during the start-up. If you wish to change the setting:

- 1) Please click on ‘MY SMILES’ at the bottom menu, or click  at top right
- 2) In the setting section, drag the “Location” blue dot to right in order to switch on this function
- 3) You might also need to update your mobile setup to allow the location service

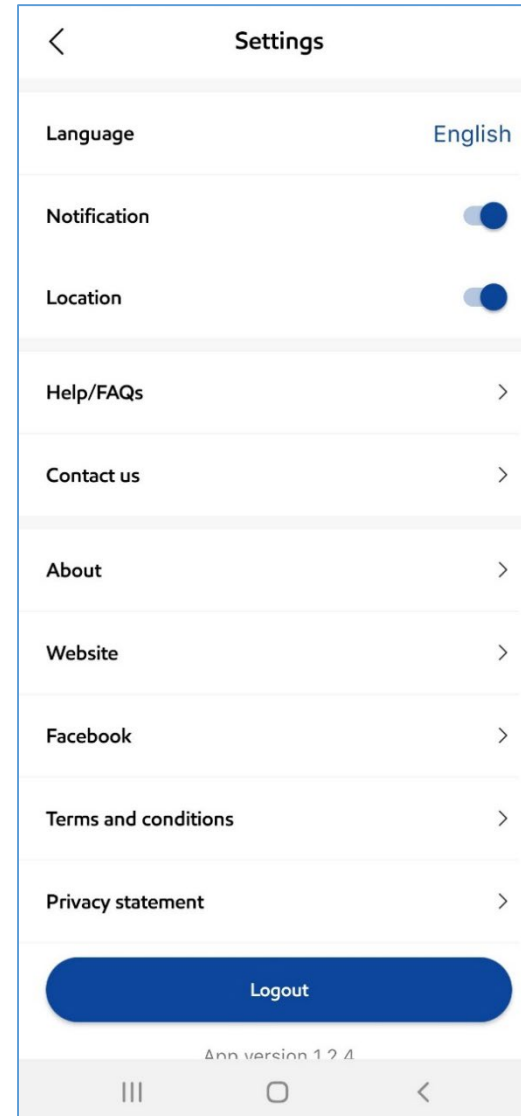
Inbox – Check current push notifications




Click on "INBOX" at the bottom of the menu to access to this page.

You can retrieve all current push notifications from here. Click on the message for more details.

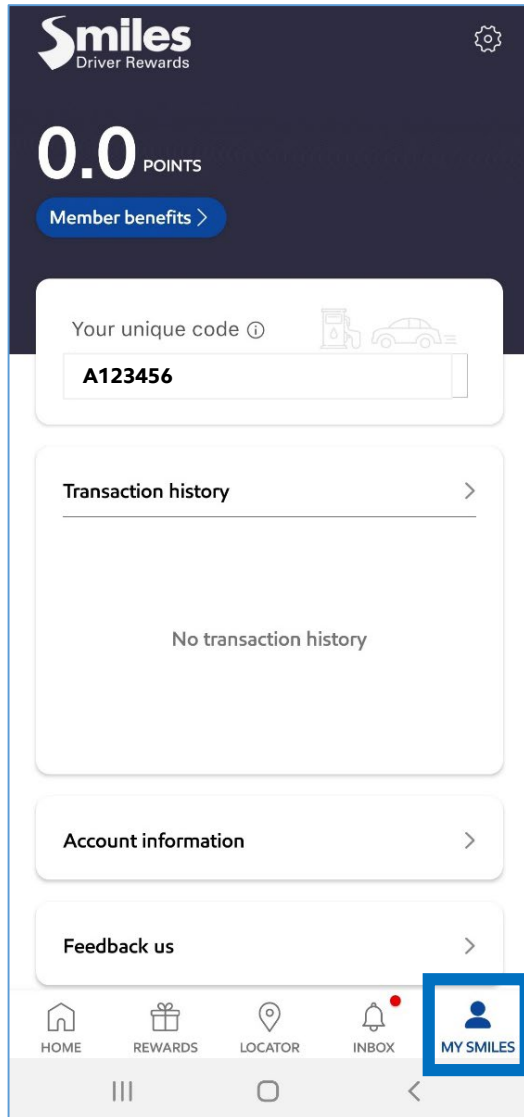
The red dot indicates an unread message.



Note: If you didn't set up the push notification when you started:

- 1) At the bottom of the menu, click on "MY SMILES", then press the  at the top right
- 2) In Settings please drag the "Notification" blue dot to the right in order to switch on this function
- 3) You might also need to update the mobile setup to receive push notification

My Smiles – Unique code 、 update personal information and feedback



Click on “MY SMILES” at the bottom of the menu to access to this page.

The unique code is for us to identify your Esso app information. It will be asked if you join our promotion activities such as a Facebook game.

This section is to check your latest Smiles points earn and burn history.

You can update your personal information at any time in this section.

To give your feedback on products or services, please click on this section to complete a simple survey.

My Smiles – Change of personal information

Account information **Save**

Registered Esso Smiles cards

Esso Smiles card number
7800344 - 888888888888

Security

Email address
demodemo1234@email.com

Password
..... [Change password](#)

Personal information

Surname
Chan

Given name
Ah Chan

Birthday (month/year)
Dec 1946

Mobile phone number
HK(+852) 991299123

Changing mobile number will require you to verify the new number with one-time PIN

Address Line 1 (Optional)

You can update your Esso Smiles card registration information, registered email and password at any time here.

Please click "SAVE" for any update before quitting.

Esso Smiles members can enjoy birthday month offers. Esso will send out your birthday month offer message if you fill in your birthday month and year details.

We suggest you enter a valid mobile phone number for any verification codes that will be sent via mobile SMS.

Address Line 1 (Optional)
Room A, 1F

Address Line 2 (Optional)
Mongkok

Address Line 3 (Optional)

District & territory (optional)
Hong Kong Island

Preferences

Additional channels to help you stay up-to-date on information about latest marketing and promotional offers

I would like to get SMS from Esso

I would like to get email from Esso

Save

It is supplementary to fill up your mailing address. With that, Esso can send promotional materials to you, e.g. petrol coupons.