



## Frequently Asked Questions

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### The Basics

#### ***Where can I use my Esso Business Cards?***

At approximately 1,800 branded locations across Canada and 10,000 Exxon and Mobil locations in the U.S.

#### ***How long does it take to get approved/receive card?***

All applications are reviewed within five (5) days from receipt of a complete application. Once the account is approved, cards can be embossed and issued within seven days. Customers may request expedited shipment of the cards at no additional charge.

#### ***What is the rebate program for the Esso Business Card programs?***

A fuel rebate of 3.5 cents per litre is exclusive for chamber business members and employees of chamber member businesses. You must be a business member or employee of a member business to be eligible.

#### ***What administrative fees do customers pay for the Esso Business Card programs?***

There are NO administrative fees, setup charges or annual fees with Esso Business Cards.

#### ***Is there a replacement fee for a lost/stolen card? And, how quickly will a notice be sent out to block purchases?***

There is no charge for a replacement card. A lost card is locked out when Esso Business Card Services is notified. Esso Business Card Services can be reached by calling 1-800-267-0156.

Cards are mailed within three working days. Replacement cards can be sent over-night for a nominal fee. Normal replacement is up to seven days depending on mail.

### Security, Controls, and Billing

#### ***What information does the driver have to enter at the time of sale?***

For the Esso Business Card and Business Card Premier Programs, the driver must enter his or her Driver ID number. For the Esso Business Card Premier Plus Program, they must enter their Driver ID number and Odometer reading. The driver enters the information at the time of the sale at the pump or on the PIN pad at the counter. If a driver can't remember their Driver ID number, they should contact their fleet manager.

***Can I restrict fuel purchases to diesel?***

Fuel restrictions by grade and/or type, including diesel, are NOT available. You can, however, restrict purchases to fuel only and fuel/oil only.

***Can product purchases be restricted?***

Yes. Choose between restricted (fuel, motor oil, top-up fluids and car washes) and unrestricted (any type of purchase and \$75 limit on convenience items) cards.

***Can you limit card purchases to a daily dollar amount?***

Yes. You can create Control Profiles to limit card purchases to a daily dollar amount through Esso Fleet Online. You can also limit the number of transactions allowed per day, dollars per transaction; even limit purchases to specific times of the day and days of the week. You can create as many Control Profiles as you need, and assign each card on your account to the Control Profile that's most appropriate.

***Will I receive invoices by mail?***

This is a paperless billing program and all customers must enroll at [essofleetonline.com](http://essofleetonline.com). Once enrolled, you will receive an email notification when an invoice is ready for review and payment. Invoices are stored in PDF format online for up to the previous 13 months, so they are available for viewing, printing or saving at any time.

***Is there a restriction to the number of users I can register to use Esso Fleet Online?***

No, there is no restriction to the number of users.

***Are there different levels of access or authority levels?***

Yes, your company must assign a 'web contact' — who will have authority to grant access to users with the following levels: 'view', 'endorse' and 'approve'.

## Rewards and Exclusives

***What are the benefits of Speedpass for Business card customers?***

*Speedpass* is fast, easy and convenient. It is free for customers to get and to use, and drivers spend less time filling up and more time on the road. Plus it maintains same control features that you would have with the Esso Business Cards.

***Where can I use Speedpass?***

You can use *Speedpass* at the pump or in the convenience store at hundreds of participating Esso stations across Canada. To see all the *Speedpass* locations in your area, go to [www.essostations.com](http://www.essostations.com).

### ***How do Esso Business card customers enroll for Speedpass?***

You can enroll online for *Speedpass* linked to your Esso Business card by going to <https://www.speedpass.ca/sign-up>.

### ***How many Speedpass key tags can I order?***

You can get as many *Speedpass* key tags as you have employees with Esso Business Cards. Just like with your Esso Business Cards, purchases made by the same driver or vehicle will be subtotaled together on your billing statement.

### ***What type of products can Esso Business Card customers buy with Speedpass?***

Business card customers can pay for anything at Esso stations that they can buy with their card. Some customers restrict the type of items drivers can buy with their cards; all of these restrictions will still apply with *Speedpass*.

### ***How Do I enroll for the Esso Extra card?***

If you don't have an Esso Extra card, go to <https://www.essoextra.com/pages/Home.aspx>. You can also sign up for your Esso Extra card at any participating Esso station, where your new card will be activated immediately. Or, you can call us at 1-800-567-3776. Remember, membership is FREE.

### ***How many Esso Extra cards can I order?***

You can get as many Esso Extra cards as you have employees with Esso Business Cards. You can either accumulate all the points on one account or set the cards to earn points on the driver level. If you want to link the Esso Extra member cards, please call 1-800-567-3776.

### ***How Do I enroll for Aeroplan Miles?***

You can sign up at [www.aeroplan.com](http://www.aeroplan.com).

## **Station Locator**

### ***How do I get a complete listing of Esso stations in my area?***

Visit us online or call Esso Business Card Services at 1-800-267-0156.