

## Valero Fleet Services FAQs

**The FAQ's in this section are applicable to Fleet and Commercial accounts.**

**Q:** Do I have to pay my business credit card account in full each month?

**A:** No, we allow flexible payment options; you can choose to pay the minimum or the full balance. (Government accounts are not eligible for revolving terms).

**Q:** What Payment Due Date options are available?

**A:** You can choose to pay in the first or second half of the month, please contact us at 1-877-882-5376 for more information.

**Q:** Why is a social security number (SSN) required on a business credit application?

**A:** A social security number is required by federal law (USA Patriot Act) to help the government fight the funding of terrorism and money laundering activities. This law requires all financial institutions to obtain, verify and record the information that identifies each person who opens an account. This means that when you apply for an account with us, we will ask for your name, address, social security number, date of birth and other information that will allow us to identify you. We may also ask you to provide other identifying documents such as a driver's license.

**Q:** Do I have to activate my business credit card?

**A:** We do not require activation. You may use your credit card upon receipt. However, we reserve the right to require activation at any time.

**Q:** Where can I use my business credit card?

**A:** Your card is accepted at any brand Valero, Diamond Shamrock, Beacon or Shamrock location. Additionally, we have some locations that offer specialized services including oil changes, safety inspections, general automotive repairs, carwashes, tires and tire repairs. If you need assistance in finding a location and/or the contact information to a specific location to help determine the services offered, visit our website at Valero.com and under "Find a Store" Enter your "City and State or Zip Code" to review your "Store Search Results" or call us at 1-877-882-5376.

**Q:** Can I use my business card(s) to purchase Gift/Prepaid cards?

**A:** Yes, at participating locations. To find a participating location, please visit Valero.com; under "Find a Store" enter your "City and State or Zip Code" to review your "Store Search Results" for details.

**Q:** Can I use my business card(s) to purchase lottery tickets?

**A:** No.

**Q:** Can I use my business card(s) to obtain cash?

**A:** No.

**Q:** Who do I contact if I need to report a lost/stolen card or request a replacement card(s)?

**A:** You may contact us by phone at 1-877-882-5376, email us at [fleet@valero.com](mailto:fleet@valero.com), or visit our website at [valero.com/fleetcard](http://valero.com/fleetcard).

**The FAQ's in this section are applicable to Fleet accounts only.**

**Q:** Are **Fleet** accounts eligible for the discount program?

**A:** Yes, **Fleet** accounts are eligible for fuel discounts at participating locations (those that display the "Fleet Discount Site" symbol). A **Fleet** account will begin earning discounts with a minimum of 300 gallons purchased per monthly billing cycle, and the discount amount per gallon increases as your total fuel purchase volume increases. Discounts are earned only when balances due are paid within terms. If an account is not paid within terms, it may not receive credit for discounts earned.

**Q:** What if the location where I make most of my fuel purchases doesn't participate in the Valero Fleet Discount Site Program?

**A:** It is a choice of each location to participate in the Valero Fleet Discount Program and you can encourage the dealer's participation. You may contact us by phone at 1-877-882-5376, e-mail us at [fleet@valero.com](mailto:fleet@valero.com), or visit our website at [www.valero.com/fleetcard](http://www.valero.com/fleetcard) to find participating locations in your area.

**Q:** Is a personal identification number (PIN) required to make charges on a **Fleet** account?

**A:** Yes, a **Fleet** account requires entry of a PIN and driver number to authorize purchases. This information is electronically captured and is provided on a report(s) included with the billing statement.

**Q:** Who assigns the driver number and PIN?

**A:** You select the driver number and PIN or we can select them for you using our random selection process. The driver number and PIN must each be a unique number up to four (4) digits.

**Q:** Is the driver number and PIN assigned to the card/vehicle?

**A:** No. Each driver is issued an individual driver number and unique PIN. All authorized drivers on the account can make a purchase using any card, his/her driver number. This identifies each person making a specific purchase.

**Q:** Can I request a **Fleet** card to be kept at a specific location(s)?

**A:** Yes. An in-store card option is available. We will mail this card(s) to the location(s) of your choice. Purchases made on an in-store card(s) require a valid driver number and PIN.

**Q:** Can I restrict purchases to fuel only on a **Fleet** card?

**A:** Yes, you can restrict purchases to fuel only.

**Q:** Can I restrict purchases to a specific fuel grade?

**A:** No. However, if you have a Fleet account you may select a preferred fuel type for each card/vehicle. Exceptions to the fuel type preferences are identified and provided on your Valero Fleet Services report(s).

**Q:** Can I restrict merchandise purchases on a **Fleet** account?

**A:** Yes, you have the ability to choose if merchandise may be purchased or not. Additionally, if you allow merchandise to be purchased, you can set limits.

**Q:** Can I restrict merchandise purchases to automotive-related merchandise only?

**A:** No.

**Q:** Am I allowed to bill specialized services to my **Fleet** account?

**A:** Yes, you have the ability to choose if specialized services are allowed or not. If you allow specialized services to be performed, you can set limits up to \$300/day/card with a maximum of \$300/month/card. Exceptions must be approved by contacting us at 1-877-882-5376.

**The FAQ's in this section are applicable to Commercial accounts only.**

**Q:** Are **Commercial** accounts eligible for the discount program?

**A:** No. **Commercial** accounts are not eligible for the discount program.

**Q:** Do I need a personal identification number (PIN) to make charges?

**A:** No, a **Commercial** account does not require a (PIN) to make charges.

**Q:** Can I request a card to be kept at a specific location(s)?

**A:** No, the in-store card option is not available for a **Commercial** account.

**Q:** Can I restrict purchases to "fuel only" on a **Commercial** account?

**A:** Yes, you can restrict purchases to "fuel only".

**Q:** Can I request purchases to a specific fuel grade on a **Commercial** account?

**A:** No.

**Q:** Can I put limits on merchandise purchases on a **Commercial** account?

**A:** No.

**Q:** Am I allowed to bill specialized services to my Commercial account?

**A:** Yes, the maximum amount allowed is \$300 per month.