

Frequently Asked Questions

1. What is KenolKobil Fuel Card?

K-Card is a unique fleet/fuel management system for the Kenyan market. It is a modern loyalty card used to buy fuel, products and services within the KENOLKOBIL retail network.

2. What are the advantages of the card?

Security

- ▶ Cashless mode of payment.
- ▶ All transactions are authorized by use of a PIN.

Control

- ▶ Card customization specific fleet/fuel management needs.

Efficiency & Convenience

- ▶ Quick & paperless transactions (No requisitions/LPOs).
- ▶ Consumption reports.

3. Who qualifies for this card?

Individuals, Corporates/Businesses/Organizations.

4. Where can I use this card?

In over 104 KENOLKOBIL Service Stations countrywide.

5. How do I apply for the card?

Prepaid

- ▶ Fill in the K30 card order form and submit together with the signed General Terms and Conditions form and relevant payment.

Post Paid

- ▶ Fill in the K10 card order form and submit together with the signed General Terms and Conditions form, the Contract form and relevant support documentation and payment as per individual or corporate type requirements.

6. Does each of the cars need its own fuel card?

This is ideal; however, multiple cars can use a single card.

7. What are the initial charges of processing the card?

- ▶ Prepaid card each – Kshs 750
- ▶ Postpaid Card each – Kshs 750

8. Are there hidden charges and subscription fees?

- ▶ No.

9. Where should applications be delivered?

KenolKobil Card Centre on 11th floor ICEA Building on Kenyatta Avenue, Nairobi.

10. What is the turn around period?

Once all the requirements are in place, the card will be ready within 2 working days.

11. How do I top up the card initially?

Upon application.

12. How do I then continue to top it up?

- ▶ Direct Top up- at selected service stations countrywide.
- ▶ Remote top-up –at the Head office and send to the card remotely.

Payments can be made to our Cash Office located at the Head Office on 9th floor ICEA Building on Kenyatta Avenue, Nairobi. You may also make a direct deposit to our bank account.

13. How can I monitor card usage to make sure there is no abuse?

Transaction reports are available upon request and upon billing at month end.

14. How do I know I have received my discounts?

SMS/Email notification.

Card alert sent to the card and to be retrieved once card is inserted into the POS subsequent to discount dispatch to the card. Post Paid clients are invoiced net of their discounts.

15. What happens when I need to make changes on a card?

Provide written request to the card centre and you shall be advised of the requirements depending on the change needed.

16. What happens if I lose a card?

Card is hot listed upon report of card loss.

17. Does the card expire?

Yes, after 3 years. However, it renews automatically if still in use. If not in use, it blocks automatically after 90 days subsequent to the 3 years date.

18. How can I be sure my expenditure is linked to the card?

An electronic receipt Must be obtained for every transaction.

19. Who can I contact if I have any issues with my card?

Clara Jepkorir - 0731006996, 020 2755316, clara@kenkob.co.ke

Cynthia Wambeti – 0738132671, 020 2755285, cynthia@kenkob.co.ke

Fred Kabbis – 0734401562, 020 2755320, fkabbis@kenkob.co.ke

20. Can kenolkobil provide monthly updates of fuel consumption by each client for information?

Monthly updates can be provided to authorized persons upon written request.

21. Does Kenol kobil care if a card holder does not use his/her card after acquiring it?

Yes. Clients are encouraged to use their cards regularly so as to enjoy full benefits.