

Frequently Asked Questions – Caltex StarCard

- 1. What is Caltex StarCard?**

Caltex StarCard is Caltex fuel card to purchase Caltex fuel at all Caltex Service Stations without having to use cash.
- 2. How do you use Caltex StarCard?**

Just present your Caltex StarCard at the station before fueling up and inform the cashier how much you would like to purchase. The cashier will then swipe Caltex StarCard through the Electronic Data Capture (EDC) terminal to perform the payment transaction. Your purchase will be automatically deducted from your bank account making your transaction absolutely convenient and easy.
- 3. Can I use Caltex StarCard to purchase StarMart items and/or Coffee Plus?**

No. Caltex StarCard is eligible for fuel purchases only.
- 4. Can I use the Caltex StarCard at the automated teller machine (ATM) for cash withdrawal?**

No. The Caltex StarCard is for fuel purchases only and cannot be used for cash withdrawal.
- 5. How can I be eligible for a Caltex StarCard?**

In order to qualify for Caltex StarCard, you must have a minimum deposit of USD 50 in savings, current or overdraft account at any Canadia Bank branch.
- 6. Do I get any interest for the deposited money?**

Yes. The prevailing interest rate when you open savings and/or current account will be used to calculate on how much your account will gain over a period of time.
- 7. How do I apply for Caltex StarCard?**

Complete the application form available at any Caltex service station or at any Canadia Bank branch. You can also download the application form from Canadia Bank website at www.canadiabank.com.kh.
- 8. Where do I submit my Caltex StarCard application?**

Please submit the Caltex StarCard application to any Canadia Bank branch. Your application will be processed within three (3) working days.
- 9. Can I use Caltex StarCard in Caltex Station outside Cambodia?**

No. This card acceptance is only offered at Caltex service stations located in Phnom Penh and Siem Reap only.
- 10. Who should I contact for any enquiry, replacement or lost card?**

For enquiries, please contact Canadia Bank Customer Service at 855-23-215085. Serving 24/7 (24 hours, 7 days a week) for your convenience.
- 11. Where can I find out more about this StarCard information?**

You can log on to Canadia Bank website at www.canadiabank.com.kh for more information.