

Frequently Asked Questions (FAQ) on PETRONAS LPG Cylinders' White Cap Seal Roll-Out Initiative

For End Customers

1. What is the PETRONAS LPG cylinders' White Cap Seal Roll-Out initiative all about?

Starting January 2025, Gas PETRONAS will introduce and implement the white cap seal initiative for all PETRONAS LPG cylinders distributed in Melaka and Negeri Sembilan ("Initiative"). Other states in Malaysia will continue using the green cap seal for their PETRONAS LPG cylinders.

This Initiative is designed to improve product traceability and ensure fair distribution of the PETRONAS LPG cylinders to end customers. Specifically, it aims to:

- Differentiate the PETRONAS LPG cylinders distributed in Melaka and Negeri Sembilan from those in other regions.
- Prevent unauthorised sales of the PETRONAS LPG cylinders outside the designated regions.
- Uphold fair business practices among PETRONAS LPG dealers.

(collectively referred to as "Purpose").

2. Will there be any modification to the price or quality of the PETRONAS LPG cylinders?

The price and quality of the PETRONAS LPG cylinders will remain as is.

3. How will the Initiative benefit the end customers?

The Initiative ensures the proper allocation of the PETRONAS LPG cylinders to prevent distribution discrepancies between regions. End customers in Melaka and Negeri Sembilan will receive the PETRONAS LPG cylinders with white cap seals, which are specifically designed for their region.

4. Will the Initiative be a permanent feature for Melaka and Negeri Sembilan?

Future decisions on broader implementation of the initiative will depend on the effectiveness of the Purpose of this Initiative.

5. Who can I contact for more information?

For further inquiries or clarifications, please contact Mesralink at 1-300-22-8888.

6. Is the Purpose of this Initiative related to safety concerns or product tampering?

No, the Purpose of this Initiative is unrelated to safety concerns or product tampering.