

BUDI MADANI - Frequently Asked Questions

Enquiry	No.	Question	Answer
Eligibility & Getting Started	1	I am a Malaysian citizen, eligible for BUDI MADANI (BUDI95/BUDI Diesel). How do I enjoy the subsidy price at BHPetrol station?	<p>You can present your MyKad for prepayment at counter using various mode of payments, or using Bank card at the outdoor payment terminals.</p> <p>There is only one way to enjoy BUDI95/BUDI Diesel without having to present your physical MyKad - which is payment through BUDI MADANI menu in your Touch 'n Go eWallet, while all other payment methods require MyKad to be voluntarily presented by cardholder before prepayment.</p> <p>Please present your MyKad for verification before you start refuelling.</p>
	2	What is the subsidy price for RON95/BIO Diesel under BUDI MADANI program?	<p>BUDI Rakyat (For eligible Malaysian individuals, based on MyKad verification)</p> <ul style="list-style-type: none"> - BUDI95 : RM 1.99/litre - BUDI Diesel : RM 2.10/litre <p>BUDI MySubsidi (For eligible vehicles, using X-Fleet Subsidy Card or Subsidy Cash Card)</p> <ul style="list-style-type: none"> - RON95 : SKPS (Sektor Awam and Sektor Barangan) : RM 2.05/litre - BIO Diesel : SKDS 1.0 (Sektor Awam) : RM 1.88/litre - BIO Diesel : SKDS 2.0 (Sektor Barangan) : RM 2.15/litre
	3	I am eligible for BUDI MADANI but I didn't see my quota information in the Touch 'n Go eWallet App.	We suggest updating your Touch 'n Go eWallet app to the latest version on your mobile phone to ensure your quota is displayed correctly. If the quota information is still unavailable after updating the app, please contact Touch 'n Go Support directly for further assistance.
MyKad Verification	4	Is it mandatory to present my MyKad to use BUDI95/BUDI Diesel, and why wasn't I reminded by staff at the counter?	For BUDI95/BUDI Diesel, eligible Malaysian citizens are required to present their MyKad for verification. While staff may not always ask, you can voluntarily provide the MyKad to enjoy the benefit as required before refuelling.
	5	I was not asked for my IC/MyKad and missed the BUDI95/BUDI Diesel subsidy. Can I get a refund?	<p>We understand your concern regarding the missed BUDI95/BUDI Diesel subsidy.</p> <p>As per the government guidelines, eligible customers are required to present their MyKad/IC during payment to enjoy the subsidy. The verification must be completed at the point of sale, and the subsidy is applied instantly during the transaction.</p> <p>As such, refunds or claims cannot be processed if the MyKad was not presented during the payment.</p> <p>We appreciate your understanding, and for future transactions, kindly ensure your MyKad is presented before refuelling to ensure subsidy entitlement.</p>
	6	What should I do if my IC/MyKad cannot be verified at the outdoor terminal?	<p>You may cancel the transaction and proceed to the counter and present your MyKad for prepayment using various mode of payments.</p> <p>There is only one way to enjoy BUDI95/BUDI Diesel without having to present your physical MyKad - which is payment through BUDI MADANI menu in your Touch 'n Go eWallet, while all other payment methods require MyKad to be voluntarily presented by cardholder before prepayment.</p> <p>Please present your MyKad for verification before you start refuelling.</p>
Payment at Outdoor Terminals	7	Why is my BUDI MADANI balance after verification of MyKad at the outdoor terminal appears incorrect?	<p>For payment at the outdoor terminal, the request is granted based on pre-authorization approved by the Bank. When your MyKad is verified, the BUDI MADANI balance displayed takes into account the estimated quota usage based on the pre-authorized amount.</p> <p>Please be assured that no quota is deducted at this point. The actual quota balance will only be updated and shown after the refuelling is completed.</p>
	8	I made payment at the outdoor terminal using my Bank card and MyKad for BUDI95/BUDI Diesel. However I did not proceed with any refuelling or refuelled lesser. When will I receive the pre-authorization amount and quota back in my account?	<p>For payments made at the outdoor terminal, your bank will temporarily place a pre-authorization based on the preset amount, or RM200 if no preset amount is entered.</p> <p>During MyKad verification, your BUDI MADANI balance reflects the estimated subsidy quota based on the pre-authorized amount. No subsidy quota is deducted at this stage.</p> <p>If no transaction is completed, or the final amount is lower than the pre-authorized amount, any unused subsidy quota will be released by BUDI MADANI within 10 - 15 minutes. Similarly, only the final transaction amount will be charged to your bank card, while the pre-authorized amount will be released by your bank according to its processing time.</p>
	9	Why was I charged full price even though I used My ID/MyKad at the outdoor terminal?	<p>Fuel purchase completed at the outdoor terminal will be charged at the market price under the following circumstances:</p> <ol style="list-style-type: none"> 1. The instruction "SKIP SUBSIDY" is selected, or the green "OK" keypad is pressed when prompted to "Insert MyKad"; or 2. MyKad verification is unsuccessful, and the option to "Continue" without subsidy is selected. <p>These options indicate confirmation to proceed without BUDI95/BUDI Diesel subsidy. Once the transaction is completed, no refund or subsidy adjustment can be made.</p> <p>To enjoy the subsidy, please ensure the MyKad is inserted properly and the appropriate option is selected during the transaction.</p>
Payment at Indoor Counters	10	Can I pay for BUDI95/BUDI Diesel using eVouchers, physical vouchers, or ePoints redemption?	<p>Yes. eVouchers, physical vouchers, and ePoints redemption are accepted as payment for BUDI95/BUDI Diesel at the payment counter.</p> <p>Please note that payments made using eVouchers, physical vouchers, or ePoints are non-refundable. If the final fuel purchase amount is lower than the voucher or ePoints value used, the excess balance cannot be refunded.</p> <p>To avoid excess balance, you may combine eVouchers, physical vouchers, or ePoints with another available payment method when the remaining payment amount is lower than the available voucher denomination or ePoints value.</p>
	11	If I make payment for BUDI95/BUDI Diesel at the counter using eWallet, will the excess balance be refunded automatically in case the final refuelling amount is lesser than prepayment amount charged earlier?	Any excess balance will only be refunded automatically if you specifically paid through the BUDI MADANI menu in your Touch 'n Go eWallet. If payment is not done using such menu in the app or if you are using any other eWallet, further action will be required to void the initial payment before charging the final amount again. You may return to the payment counter for further assistance after refuelling has been completed.
	12	I am eligible for BUDI95/BUDI Diesel and I own BHPetrol X-Fleet Cards. Can I use my MyKad to be eligible for RM 1.99/litre of RON95 or RM 2.10/litre of BIO Diesel and complete the payment using my X-Fleet Cards?	No. BUDI95/BUDI Diesel is only applicable for individuals with payments accepted through various method as available at our stations. Payment using X-Fleet Cards are meant for commercial use, and not accepted for individual BUDI95/BUDI Diesel payment.
Usage Rules & Entitlement	13	Can I enjoy RM 1.99/litre of RON95 using my MyKad and then dispense fuel into my foreign registered vehicles?	No. RON95 is strictly to be dispensed into Malaysian registered vehicles only, with or without BUDI95.
	14	200 litres is not enough for my monthly usage! Furthermore it's shared between petrol and diesel!	The eligibility is determined by the Government. However if you own jeep or pick-up, you may consider submitting request for additional 100 litres at BUDI MADANI portal: budimadani.gov.my, subject to approval.

BUDI MADANI - Soalan Lazim

Pertanyaan	No.	Soalan	Jawapan
Kelayakan & Cara Penggunaan	1	Saya warganegara Malaysia dan layak menerima BUDI MADANI (BUDI95/BUDI Diesel). Bagaimanakah saya boleh menikmati harga subsidi di stesen BHPetrol?	Anda boleh mengemukakan MyKad semasa membuat pra-bayaran di kaunter menggunakan mana-mana kaedah pembayaran yang disediakan, atau menggunakan kad bank di terminal pembayaran luar. Terdapat satu sahaja kaedah pembayaran yang membolehkan anda menikmati BUDI95/BUDI Diesel tanpa perlu mengemukakan MyKad fizikal, iaitu melalui menu BUDI MADANI dalam aplikasi Touch 'n Go eWallet. Bagi semua kaedah pembayaran lain, pemegang kad perlu mengemukakan MyKad secara sukarela sebelum membuat pra-bayaran. Sila kemukakan MyKad anda untuk pengesahan sebelum memulakan pengisian bahan api.
	2	Berapakah harga subsidi RON95 dan BIO Diesel di bawah program BUDI MADANI?	BUDI Rakyat (Untuk individu warganegara Malaysia yang layak, berdasarkan pengesahan MyKad) - BUDI95 : RM 1.99/litre - BUDI Diesel : RM 2.10/litre BUDI MySubsidi (Untuk kenderaan yang layak, menggunakan X-Fleet Subsidy Card atau Subsidy Cash Card) - RON95 : SKPS (Sektor Awam dan Sektor Barangan) : RM 2.05/litre - BIO Diesel : SKDS 1.0 (Sektor Awam) : RM 1.88/litre - BIO Diesel : SKDS 2.0 (Sektor Barangan) : RM 2.15/litre
	3	Saya layak menerima BUDI MADANI, tetapi maklumat kuota saya tidak dipaparkan dalam aplikasi Touch 'n Go eWallet.	Kami mencadangkan anda untuk mengemas kini aplikasi Touch 'n Go eWallet kepada versi terkini pada telefon mudah alih. Sekiranya maklumat kuota masih tidak dipaparkan selepas aplikasi dikemas kini, sila hubungi pusat panggilan Touch 'n Go untuk mendapatkan bantuan lanjut.
Pengesahan MyKad	4	Adakah saya wajib mengemukakan MyKad untuk menggunakan BUDI95/BUDI Diesel? Mengapa kakitangan kaunter tidak meminta MyKad saya?	Bagi menikmati subsidi BUDI95/BUDI Diesel, pelanggan yang layak perlu mengemukakan MyKad untuk tujuan pengesahan. Walaupun kakitangan stesen mungkin membantu mengingatkan pelanggan apabila berkesempatan, pelanggan disarankan untuk sentiasa mengemukakan MyKad sebelum membuat pembayaran bagi memastikan harga subsidi dapat diberikan dengan sewajarnya.
	5	Saya tidak diminta menunjukkan MyKad dan terlepas menikmati subsidi BUDI95/BUDI Diesel. Bolehkah saya membuat tuntutan bayaran balik?	Berdasarkan garis panduan Kerajaan, pelanggan yang layak perlu mengemukakan MyKad semasa membuat pembayaran bagi menikmati subsidi. Pengesahan MyKad mesti dilakukan sebelum transaksi diproses dan subsidi akan diluluskan serta-merta selepas pengesahan. Oleh itu, bayaran balik atau tuntutan subsidi tidak dapat diproses sekiranya MyKad tidak dikemukakan semasa pembayaran. Untuk transaksi akan datang, sila pastikan MyKad dikemukakan sebelum mengisi minyak bagi menikmati kelayakan subsidi.
	6	Apakah yang perlu saya lakukan jika MyKad saya tidak dapat disahkan di terminal pembayaran luar atau di pam?	Anda boleh membatalkan transaksi tersebut dan terus ke kaunter dengan mengemukakan MyKad serta membuat pra-bayaran menggunakan mana-mana kaedah bayaran yang tersedia. Terdapat hanya satu kaedah pembayaran yang tidak memerlukan pengesahan MyKad fizikal, iaitu pembayaran melalui menu BUDI MADANI dalam aplikasi Touch 'n Go eWallet.
Pembayaran di Terminal Pembayaran Luar	7	Mengapakah baki BUDI MADANI yang dipaparkan selepas pengesahan MyKad di terminal pembayaran luar kelihatan tidak tepat?	Bagi pembayaran di terminal pembayaran luar, permohonan transaksi dibuat berdasarkan jumlah pra-kebenaran (pre-authorization) yang diluluskan oleh bank. Selepas MyKad disahkan, baki BUDI MADANI yang dipaparkan mengambil kira anggaran tempahan kuota berdasarkan jumlah pra-kebenaran tersebut. Tiada kuota subsidi ditolak pada peringkat ini. Baki kuota sebenar hanya akan dikemas kini selepas pengisian bahan api selesai.
	8	Saya membuat pembayaran di terminal pembayaran luar menggunakan kad bank dan MyKad untuk BUDI95/BUDI Diesel, tetapi tidak meneruskan pengisian minyak atau mengisi minyak kurang daripada jumlah pra-kebenaran. Bolehkah saya akan menerima semula jumlah pra-kebenaran dan kuota saya?	Bagi pembayaran di terminal pembayaran luar, pihak bank akan membuat pra-kebenaran berdasarkan jumlah yang ditetapkan, atau RM200 sekiranya tiada jumlah yang ditentukan. Semasa pengesahan MyKad, baki BUDI MADANI akan memaparkan anggaran penggunaan kuota berdasarkan jumlah pra-kebenaran tersebut. Tiada kuota subsidi ditolak pada peringkat ini. Sekiranya tiada transaksi dilakukan atau jumlah akhir adalah lebih rendah daripada jumlah pra-kebenaran, baki kuota subsidi yang tidak digunakan akan dikembalikan oleh BUDI MADANI dalam tempoh 10 hingga 15 minit. Manakala jumlah pra-kebenaran akan dilepaskan oleh pihak bank mengikut tempoh pemrosesan bank tersebut.
	9	Mengapakah saya dikenakan harga pasaran walaupun telah menggunakan MyKad di terminal luar?	Pembelian bahan api di terminal pembayaran luar akan dikenakan harga pasaran sekiranya: (i) anda memilih pilihan "Teruskan Tanpa Subsidi" atau menekan butang hijau "OK" apabila paparan meminta anda memasukkan MyKad; atau (ii) pengesahan MyKad tidak berjaya dan anda memilih pilihan "Teruskan" untuk meneruskan tanpa subsidi. Pilihan tersebut diterima sebagai pengesahan bahawa anda bersetuju meneruskan pembelian pada harga pasaran tanpa subsidi BUDI95/BUDI Diesel. Setelah transaksi selesai, tiada bayaran balik atau pelarasan subsidi boleh dibuat.
Pembayaran di Kaunter Pembayaran	10	Bolehkah saya membuat pembayaran BUDI95/BUDI Diesel menggunakan e-Baucar, baucar fizikal atau penebusan ePoints?	Ya. e-Baucar, baucar fizikal dan penebusan ePoints diterima sebagai kaedah pembayaran bagi BUDI95/BUDI Diesel di kaunter pembayaran. Walau bagaimanapun, pembayaran menggunakan e-Baucar, baucar fizikal atau ePoints tidak boleh dipulangkan. Sekiranya jumlah pembelian bahan api adalah lebih rendah daripada nilai baucar atau ePoints yang digunakan, baki lebihan tidak dapat dikembalikan. Untuk mengelakkan lebihan baki, anda boleh menggabungkan baucar atau ePoints dengan kaedah pembayaran lain yang tersedia.
	11	Jika saya membuat pembayaran BUDI95/BUDI Diesel di kaunter menggunakan eWallet, adakah baki lebihan akan dipulangkan secara automatik sekiranya jumlah akhir pengisian bahan api lebih rendah daripada jumlah prabayaran?	Baki lebihan hanya akan dipulangkan secara automatik sekiranya pembayaran dibuat melalui menu BUDI MADANI dalam aplikasi Touch 'n Go eWallet. Jika pembayaran dibuat menggunakan kaedah lain atau melalui eWallet lain, transaksi asal perlu dibatalkan terlebih dahulu sebelum jumlah sebenar dicaj semula. Anda boleh kembali ke kaunter selepas selesai mengisi minyak untuk tindakan selanjutnya.
	12	Saya layak menerima BUDI95/BUDI Diesel dan mempunyai Kad X-Fleet BHPetrol. Bolehkah saya menggunakan MyKad untuk mendapatkan harga subsidi RON95 RM 1.99/liter atau harga subsidi BIO Diesel RM 2.10/liter dan membuat pembayaran menggunakan Kad X-Fleet?	Tidak. BUDI95/BUDI Diesel hanya terpakai bagi pembayaran individu menggunakan kaedah pembayaran yang disediakan di stesen. Kad X-Fleet adalah untuk kegunaan sektor komersial dan tidak boleh digunakan bagi transaksi pembelian individu di bawah program BUDI95/BUDI Diesel.
Kelayakan Subsidi	13	Bolehkah saya menikmati harga RON95 RM1.99 seliter menggunakan MyKad untuk mengisi minyak ke dalam kenderaan berpendaftaran asing?	Tidak. RON95 hanya boleh diisi ke dalam kenderaan yang berdaftar di Malaysia, sama ada menggunakan BUDI95 atau tanpa BUDI95.
	14	Kuota 200 liter sebulan tidak mencukupi untuk kegunaan saya. Tambahan pula kuota tersebut dikongsi antara petrol dan diesel.	Kelayakan kuota ditentukan oleh Kerajaan. Walau bagaimanapun, pemilik kenderaan jenis jeep atau pikap yang memenuhi syarat boleh memohon tambahan kuota sebanyak 100 liter melalui portal BUDI MADANI: budimadani.gov.my, tertakluk kepada kelulusan.