



# Shell Fleet App FAQs

## How long will it take to create my account?

You should plan to give yourself at least 10 minutes to create your Shell Fleet App account. You will be required to share personal information and banking details during your onboarding, so please make sure you're in a safe and secure environment when doing so.

## What documentation do I need to create my Shell Fleet App account?

To create a Shell Fleet App account, you will need to take a photo of your personal ID (passport or driving license) during onboarding. You will also need your banking information. Please make sure you have all this documentation to hand prior to starting your onboarding.

**Top Tip:** When taking photographs in the App, please ensure all text is visible, no areas of the ID/face are cropped, and the lighting is good. Ensure that photos are sharp and in focus.

## Can I use my paper driving license as a form of ID?

No, Shell Fleet App cannot support a photo-less document for fraud assessment or document consistency. If you only have access to a paper driving license, the driver should use a valid passport in the ID check.

## How do I redeem my unique offer code?

To begin your registration for Shell Fleet App, all you have to do is:

1. Click the download link enclosed in your email
2. Enter your unique offer code on the first screen in the App

**Important:** The unique code can only be used once and is non-transferable. Please copy the code exactly as it appears in the email.

## What should I do if my unique offer code isn't valid?

If your unique token is not valid, contact your business or membership organisation's customer services to request a new one.

## Why does Shell Fleet App require ID checking?

When processing an application through Shell Fleet App and during the term of any Shell Card agreement, we may assess the creditworthiness of any applicant or cardholder. For more details on this, you can check our T&C's and Privacy Policy in the App.

## How long should it take to process my application?

Once you reach the "We're processing your application" screen, you should find out if your application has been successful in 10 minutes. If you've shared your mobile number, you'll receive a text once you can resume the final steps of your onboarding.

## What payment methods are accepted?

Shell Fleet App accepts all valid UK credit and debit cards. We are unfortunately unable to accept American Express. Payments to cover the monthly fuel transactions are taken in one lump sum, at the end of each month.

## Is my data encrypted and safe to share on Shell Fleet App?

When processing any personal data provided by the principal cardholder, Shell will put in place technical measures to safeguard the personal data. For more information on this, you can check our T&C's and Privacy Policy.

## Top Tips:

- When entering your date of birth, make use of the pop-up calendar by first selecting the year, then the month and finally the date. If using an Android device, please make sure you first press the year in the top left of the pop-up, to open up the year selection carousel.
- Once you've ordered your fuel cards, why not sign up to the Shell Go+ loyalty program? You can then collect points each time you visit a Shell site to earn fuel rewards and other surprises along the way. Search "Shell App" in the App Store to get started.
- It is recommended you contact your bank prior to your first payment to avoid any failed transactions, or delays in payments being processed. Depending on your banking agreement, your bank may require prior approval before processing new payments automatically.

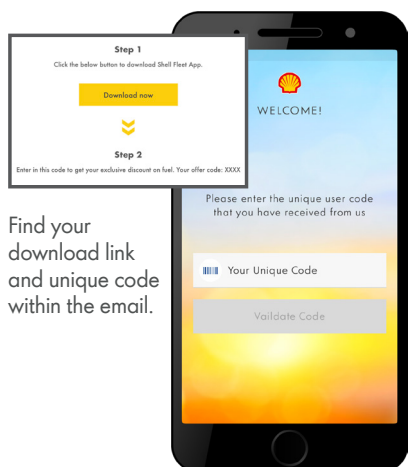
## If I get stuck during my onboarding, who can I contact?

To receive support during your onboarding process, you can contact our customer services team at:  
[help.shellfleetapp@shell.com](mailto:help.shellfleetapp@shell.com)



# SIX STEPS TO CREATE YOUR SHELL FLEET APP ACCOUNT:

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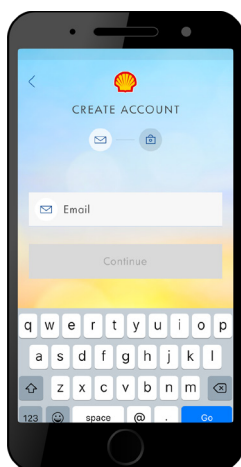


Find your download link and unique code within the email.

### Step 1

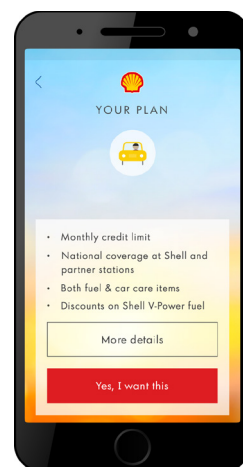
Enter your unique code from your email.

Note: **Ensure that this is your starting point.** If the first screen you land on in the App does not look like this, please go back to your email and re-click the download link to re-open the App.



### Step 2

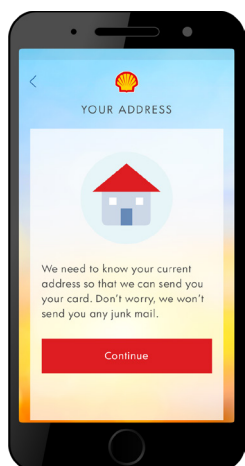
Register with your preferred email address and create a password. Read and agree to the T&Cs and Privacy Policy.



### Step 3

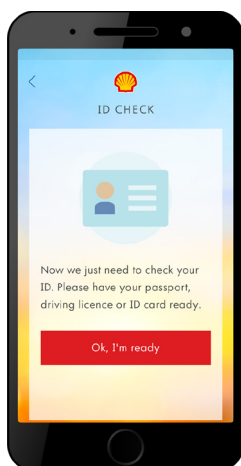
Sign up to your fuel card special offer.

Note: The above image is a placeholder image and your actual agreement will be visible in the App.



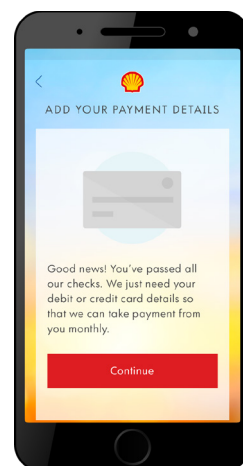
### Step 4

Enter your preferred delivery address, so we know where to send your new Shell Fleet App fuel card.



### Step 5

Complete the ID check, by uploading a picture of your preferred format of ID and entering your personal details and Date of Birth.



### Step 6

Enter your payment details, order your fuel card and wait for your card and PIN to arrive in the post!

