



Frequently Asked Questions

1. Where can I apply for MPC?

- You may apply for MPC at All Bermaz Motor and Prima Merdu Showrooms and Service Centres or through online at Mazda website.

2. Do I have to pay a fee for an MPC membership?

- Yes, RM100.00. The membership fee will be channelled to Mazda Medicare Fund (MMF) as a donation. MMF will issue a tax exempted receipt which can be presented for tax-exemption. Should a receipt not be received by the applicant after 14 working days, the onus lies with the applicant to seek for the tax-exempted receipt from us via MPC care line at 1800-22-8080 or email to mpc@mazda.com.my

3. Where can I get MPC to rebate from?

- Rebates can be redeemed at All Bermaz Motor and Prima Merdu Showrooms and Service Centres. It is however subjected to the terms and condition stated in the brochure.

4. Where can I update my details?

- You can update your personal details by contacting our MPC care line at 1800-22-8080 or email us at mpc@mazda.com.my

5. Is my personal data protected by the Personal Data Protection Act (PDPA)?

- Yes, we take personal data protection seriously and we comply with all relevant laws and regulation. We do not disclose your personal data to third parties but selected personal data may be shared with pre-approved entities participating in and/or who are providing services as part of the MPC programme.

6. I have two Mazda cars; can I use one card to enjoy the benefits for both cars?

- Each MPC is vehicle specific and must correspond directly to the exact vehicle data & info as stated on the MPC. Should the vehicle info not be accurate, do contact 1800-22-8080 or email to mpc@mazda.com.my for rectification and a replacement card shall be produced and delivered to you.

7. If I do not receive my MPC after 14 working days, what should I do?

- You may contact MPC call centre at 1800-22-8080 or email to mpc@mazda.com.my and we will assist you accordingly.

8. I have purchased my car in 2003, can I still apply for MPC?

- Yes, every Mazda owner is eligible for the MPC program.

9. I bought a Used Mazda (2nd owner), can I apply for MPC?

- Yes, you can, by applying at any Bermaz Motor and Prima Merdu Showrooms and Service Centres.

10. Will I enjoy the benefits offered for MPC immediately after purchasing a new Mazda?

- All new cardholders can immediately exercise the benefits of MPC after receiving their cards.

11. Can I still get MPC rebates if I do not have the physical card?

- No, MPC must be presented upon any transaction.

12. If I asked my spouse/representative to send my vehicle for service/part replacement and present MPC which registered under my name, can I still enjoy benefits offered?

- Yes, you can, the representative must present the acknowledgement letter upon transaction.

13. What happens if I lost/damage my MPC will Bermaz provide replacement cards?

- Yes, you may apply for the replacement card at Mazda website or any Bermaz Motor and Prima Merdu Showrooms and Service Centres. A minimal fee of RM20.00 will be imposed for the replacement card.
- If it is lost, please report to our call centre at 1800-22-8080 or email us at mpc@mazda.com.my

14. Is there any subscription fee charged to the cardholder?

- Yes, the subscription fee is RM30 for 3 years.

15. Can I have an MPC supplementary card?

- No, we do not provide any supplementary card at the moment.

16. How do I identify the MPC participating outlet?

- All Bermaz Motor and Prima Merdu Showrooms and Service Centres are our participating branches and a current list of branches is available at Mazda Website (mazda.com.my/ShowroomDealer or mazda.com.my/ServiceDealer)

17. Do I earn any loyalty points upon using MPC?

- No, MPC does not have any loyalty points.

18. What happens if my card expired?

- You may renew your card at any nearest Bermaz Motor and Prima Merdu Showrooms and Service Centres with replacement fee of RM30.00

19. If I requested for the MPC to be courier to my mailing address, is there any courier charges?

- Yes, there will be courier charges of RM10 if you choose for the card to be courier to your mailing address.

20. How do I contact MPC for further inquiry?

➤ You can contact MPC call centre at:

- I. Telephone: 1800-22-8080
- II. Email : mpc@mazda.com.my