



## 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. A membership fee of RM100.00 is required. The membership fee will be channelled to the Mazda Medicare Fund (MMF) as a donation.

Please note: Effective 1 July 2026, the MPC membership fee is not eligible for tax exemption. The LHDN receipt issued will display the statement "*Tiada Pengecualian Cukai Diberikan.*"

An official Mazda Medicare Fund (MMF) receipt will be issued to the Mazda Privilege Card (MPC) applicant for reference.

Should you have any further questions or require assistance, please do not hesitate to contact us via the MPC Care Line at 03-7627 8999 or email us at [mpc@mazda.com.my](mailto: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](mailto: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 program.

### 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](mailto:mpc@mazda.com.my) for rectification and we will update accordingly.

**7. If I do not see my MPC details in Mazda Website 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](mailto: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 Mazda Website, any Bermaz Motor or Prima Merdu Showrooms and Service Centres. However, customer have to complete Transfer Ownership before applying.

**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.

**11. Is there any subscription fee charged to the cardholder?**

Yes, the subscription fee is RM100 for New Application.

**12. 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 (<https://mazda.com.my/find-a-dealer>)

**13. Do I earn any loyalty points upon using MPC?**

No, MPC does not have any loyalty points.

**14. What happens if my card expired?**

You may renew your card via the Mazda Website, at any nearest Bermaz Motor or Prima Merdu showroom, or at their Service Centres. The renewal fee is RM30.00 for a 3-year validity period.

**15. 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](mailto:mpc@mazda.com.my)