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Chevron Texaco Rewards Program: Program Overview

What is the Chevron Texaco Rewards (CTR) program?

The CTR program is a new and exciting loyalty program which rewards Chevron and Texaco customers for their fuel and qualifying in-store purchases at participating stations. The program is available in two separate regions (West and East) in select areas and may not be currently available in your area. Chevron reserves the right to make changes, suspend or discontinue the program or any promotional offers at any time. For more information and participating stations, see our Chevron Texaco Rewards [website](#).

What are the benefits of the Chevron Texaco Rewards program?

With the program, users can earn points on fuel and qualifying in-store purchases for rewards on fuel in each region. Users can combine these discounts with other discounts and fuel credits, but cannot combine their points and rewards for the two separate regions.

Is the Chevron Texaco Rewards program free to join?

Yes. There is no fee to join and create a User Account. You must be 16 years or older and reside in the United States. If you are between 16 and the age of majority (as determined by the relevant state law), you may join the CTR program only under the supervision of your parent or legal guardian who agrees to be bound by the [CTR Program Terms of Use](#).

Do I need to use the Chevron or Texaco app or CTR [website](#) to earn points and redeem rewards in the Chevron Texaco Rewards program after I have joined?

No. Simply enter the phone number used to sign up for the CTR program when prompted at the pump or in-store at the register to earn points and redeem rewards in that region. You do not have to use the Chevron or Texaco app (the "App") or [website](#) to earn or redeem points, but we encourage you to do so to track your User Account history and activity.

Is there a Chevron Texaco Rewards program card?

No. There are no physical cards for the CTR program. Simply enter your CTR phone number at the pump or in-store at the register or make your fuel purchase with the App to earn points and redeem rewards in that region.

How do I know if a station is participating in the Chevron Texaco Rewards program?

You can find participating Chevron and Texaco stations using the store finder feature in the App and filtering on "Chevron and Texaco Rewards." From the App Home screen, click on the Station Finder at the top right, then click on the filter at the bottom right, choose "Chevron & Texaco Rewards" and click on "Apply."

Can I earn points and redeem rewards via Apple CarPlay, and Android Auto, or Apple Watch and Wear OS devices?

Yes. You can earn points and redeem rewards at participating Chevron and Texaco stations in that region by using the App on the display in your car and on your wearable device.

I see that there is both a Chevron app and a Texaco app. Will I have to download both?

No. Both mobile apps will work at all Chevron and Texaco stations. Earned points are combined and can be redeemed at any participating Chevron or Texaco station in each of the two separate regions.

Chevron Texaco Rewards Program: How it Works

How do I earn points?

It is easy to earn points in the CTR program by doing the following:

- Fuel Earn Offer (5 points per gallon): Earn 5 points for each gallon of Chevron and Texaco branded fuel you purchase at participating branded stations in that region with your User Account. You can use your User Account by entering your CTR phone number at the pump or in-store at the register, or by making the fuel purchase through your User Account on the App.
- In-Store Earn Offers: Earn points in that region for specific in-store purchases as may be marketed in the App and [website](#). You can use your User Account by entering your CTR phone number in-store at the register, or by using the Pay Inside feature on the App (at participating pilot stations only).
- Achievement Earn Offers: Earn points in that region for reaching qualifying achievements as may be marketed in the App.

Be sure to enable push notifications and text messages to learn about these and other introductory and promotional offers. Data rates may apply. Returns will not qualify for Earn Offers. Earn Offers are not transferable and may not be combined with other offers, sales, or promotions. Allow up to 72 hours for points in that region to appear in your User Account after earning.

How can I earn more points?

As may be marketed in the App, you can earn more points in that region with In-Store Earn Offers and Achievement Earn Offers. Just enter your CTR phone number in-store at the register or follow the instructions for the Achievement Earn Offers.

Can I earn points on my fuel purchase at the same time as redeeming rewards?

Yes. You can earn points on every fuel transaction at participating Chevron and Texaco stations in that region with your CTR phone number.

Is there a maximum number of points I can earn?

No. There is no limit to the number of points you can earn in the CTR program. We reserve the right to limit or reject the use of the CTR program or any Earn Offers, new account offers, or any redemption of points and suspend or terminate any related User Account upon the belief that any use of the CTR program or transaction is unlawful, unauthorized, or fraudulent in nature, or if any phone number for a mobile device used to create a User Account cannot be verified.

How do I know my earned points have been applied?

There are several ways to see your points and rewards history. For fuel purchases made with the App, you will receive a mobile receipt showing the savings applied following each purchase. You can also choose to receive printed receipts at the pump and email receipts in your settings. For non-App purchases with your User Account, the printed receipt will show your savings. Finally, you can see your User Account transaction history through your Wallet on the App or [website](#).

How do I redeem my rewards?

You can redeem your rewards earned for discounts on fuel at participating Chevron or Texaco stations in that region by entering your CTR phone number at the pump or in-store at the register, or making the fuel purchase through your User Account on the App. When you start a fuel purchase, you will see your available fuel discounts in that region and have the option to redeem your rewards as follows:

Points	Fuel Discount
50	5 cents per gallon
100	10 cents per gallon
250	25 cents per gallon
500	50 cents per gallon

If you redeem your rewards, the related fuel discount will be applied to your fuel purchase up to a maximum of 25 gallons in a single purchase for one vehicle and the points will be deducted from your User Account. If you do not redeem your rewards, no points will be deducted from your User Account and the related fuel discounts will be available for your next fuel purchase in that region, subject to any points expiration.

Do my points expire?

Your points will not expire if you make a purchase with your CTR phone number during the last 182 days. If not, your points will expire due to inactivity.

Is there a limit to the number of rewards I can redeem?

Under the CTR program, you may redeem up to 500 points for 50 cents off per gallon of Chevron or Texaco branded fuel up to a maximum of 25 gallons in a single purchase for one vehicle. You can also combine any available grocery Gas Rewards under the Albertsons Reward Points program and/or fuel credits with the Techron Advantage Cards up to the maximums allowed under those programs.

How can I check my points balance?

You can check your points balance 24/7 through your User Account on the App home screen or [website](#). Please allow up to 72 hours for points to appear in your User Account after earning them.

Can I combine my CTR program rewards with my Albertsons Gas Rewards?

Yes. Once you have linked your Albertsons for U® or Safeway for U® (or other Albertsons Companies Banner Stores for U) Rewards mobile number in your User Account on the App or [website](#), you will be able to combine any Albertsons Gas Rewards with any CTR program rewards for that region up to the maximums allowed under each program. Just follow the instructions at the pump to redeem the combined rewards.

Can I combine my In-Store Earn Offers with my ExtraMile Extras shields?

No. CTR and ExtraMile Extras are separate programs for in-store purchases. CTR points are available for qualifying in-store purchases as may be marketed in the App and [website](#). ExtraMile Extras are available for most in-store purchases other than the ones provided on the ExtraMile Extras [website](#). Please make sure to tell your cashier which program you would like to use when purchasing in-store items.

Can CTR program rewards be combined with local-site offers and programs?

No. CTR program rewards are not able to be combined with local-site offers and programs.

Can I transfer my points to someone else or share my User Account?

No. Points are non-transferable, and every member is required to have their own unique User Account.

Can I earn points and redeem rewards if I forget to enter my CTR phone number or use my User Account on the App for the purchase?

No. You must enter your CTR phone number at the pump or in-store at the register prior to making the purchase or make the purchase through your User Account on the App to earn points for the purchase and redeem any available rewards in that region.

What are the separate regions?

The CTR program is separated into two regions in select areas—the West and the East. The West covers the states of Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, and parts of Texas (defined as the counties of Bastrop, Culberson, Ector, El Paso, Haskell, Howard, Hudspeth, Midland, Taylor, Ward, and Winkler). The East covers the states of Alabama, Florida, Georgia, Kansas, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, and the other parts of Texas. The CTR program in the West is managed by Drop Tank, LLC. Each region operates separately with points and rewards earned in each respective region available only in that region. Points earned in one region cannot be redeemed for rewards in the other region, combined with points earned in that other region, or transferred to the other region. Not all states have Chevron and Texaco stations that are participating in the CTR program.

Can I earn points and redeem those points for rewards in each region?

Yes. You will automatically earn points and be able to redeem those points for available rewards in each region when you move between regions.

Can I redeem, combine or transfer points and rewards across the two regions?

No. You will only earn points and be able to redeem those points for available rewards in each region. You will not be able to redeem points earned in one region for rewards in the other region, combine points across regions, or transfer points or rewards to the other region.

How will I know I've moved between regions?

When you move between regions, you will receive a message in your App once you turn on your location services that you have moved to a new area and points earned in the other area are not available in this area.

Enrollment and Account Management:

How do I create a User Account?

You can create a User Account on the App or [website](#). You will need to provide both the phone number for your mobile device and email address and verify your account by entering a One-Time Password (OTP) code that will be sent to your mobile phone number. You must provide Chevron consent to send you autodialed text messages to authenticate your phone number. You will also have the option to receive other text messages. You will need to create a 4-digit PIN to authorize payments for security purposes.

How do I sign up for the Chevron Texaco Rewards program?

You will be automatically enrolled in the CTR program when you create a User Account on the App or [website](#). As part of creating a User Account, you must agree to receive autodialed text messages to authenticate your phone number.

Do I need to create a User Account?

Yes. You will need to create a User Account if you would like to use the App or [website](#) to join the Chevron Texaco Rewards program, use the App to make purchases, and access transaction history. If you do not create a User Account, you may still use the App or [website](#) to locate stations, provide feedback, and learn more about Chevron.

Can I sign up for an account using my Venmo or PayPal login?

No. You are not able to sign up for an account using your Venmo or PayPal login.

I did not receive my one-time password to create an account.

If you did not receive your one-time password, go to the App or [website](#) to resend the password to your phone number. You can resend this password up to three times. After that, please call the Consumer Connection Center at 1-855-285-9595.

Can I use face recognition / biometric to log into my account on the App?

Yes. You may use face recognition / biometric to log into the App if available and enabled on your mobile device.

Do I need to enable location services to use the App?

Yes. You will need to turn on your location settings to add a payment method and conduct a transaction within the App.

On what mobile devices can I download the App to use for mobile payment at the pump?

The App is available for both Apple iOS and Android mobile devices. You can also use the App through your Apple Watch or Wear OS device. See FAQ on In-App Features & Functionality: how to install the App on my Apple Watch or Wear OS device. In addition, you can also use the App through your Apple CarPlay or Android Auto. See FAQ on In-App Features & Functionality: how to install and use the App on Apple CarPlay or Android Auto.

Will I receive email news and updates?

Yes. You will receive news and updates to the email address in your User Account. You can opt out of receiving marketing emails at any time as provided below. Please note that opting out of the email marketing distribution list will not affect the ability to send you transactional email messages about your User Account.

Can I change my account information and communication preferences?

Yes. You can change your account information and communication preferences 24/7 in the App or [website](#) by tapping on the "My Profile" icon in the top left corner of the Home screen.

Will I receive news and updates by text message?

Yes. You will receive news and updates by text message if you have opted to receive other text messages when completing your User Account. You may opt out of receiving these text messages at any time as provided below. You may still receive autodialed text messages to authenticate your phone number as part of using the App.

How do I opt out of receiving text messages, or email news and updates?

You may opt out of receiving these messages at any time by doing one of the following: (i) changing your account settings via the App or [website](#) or (ii) following the opt-out mechanisms in messages you receive; or (iii) calling 855-285-9595 and requesting to be removed from our text-message or email marketing distribution list.

If you opt out, Chevron or its third-party contractors may send you one last text message or email confirming that you opted out. You may still receive autodialed text messages to authenticate your phone number as part of using the App. You will still receive transactional email messages for your User Account.

How is my personal information in the App used?

Please see the Privacy Statement and Terms of Use in the App to understand how your personal information is used in the App.

How do I delete my User Account?

You can either delete your User Account from the App or the CTR [website](#). From the [App](#), go to “My Profile” on the App, select “Settings,” and select “Delete account” from the bottom of the page. There is a prompt that confirms whether you want to continue deleting your account or to cancel. To continue deleting your account, select “Delete account.” Your User Account will be deleted from both the App and [website](#). This will include any payment methods, all transaction receipts, and any earned points and rewards. Once you delete your User Account, you will no longer be able to access this information. We reserve the right to maintain information for eligibility purposes and to the extent permitted by applicable law.

Can I delete my User Account and then create a new User Account with the same phone number?

Yes. If you have not yet joined the CTR program, you may create a new User Account with the same phone number after you have deleted a previous User Account. If you have any issues or have joined the CTR program, call the Consumer Connection Center at 1-855-285-9595 or submit a case directly from the “Contact us” page in the App to create a new User Account with the same phone number. Any introductory offers in the CTR program are only eligible for new User Account holders who have not previously created a User Account. We reserve the right to limit or reject the use of the CTR program or any Earn Offers, introductory offers, or any redemption of points and suspend or terminate any related User Account upon the belief that any use of the CTR program or transaction is unlawful, unauthorized, or fraudulent in nature.

How do I remove a payment method from my User Account on the App?

You can remove a payment method from your User Account on the App under Wallet and “Payment methods” by selecting “X” by the payment method.

In-App Features & Functionality:

Where can I find step by step instructions for App features and functionality?

You can check out the [Mobile App Guide](#) for details

How do I know which stations process mobile payments?

You can filter stations by services through the store finder feature within the App or [website](#). Using the filters, select “Mobile Payments” to see your local stations that are now processing mobile payments.

How do I know which stations offer fuel products besides gasoline?

You can filter Chevron and Texaco stations through the store finder feature within the App or [website](#) by fuel products such as Diesel, Hydrogen, E85, Compressed Natural Gas, etc.

What is Chevron Renewable Diesel?

See our website at: https://www.chevronwithtechron.com/renewable_diesel/FAQs

Should I enter my grocery Gas Rewards number or CTR number on the dispenser keypad when I am not transacting through the App?

If you participate in both the CTR and Albertsons Reward Points programs, please enter your CTR phone number on the dispenser keypad before pumping to earn points in the CTR program and redeem any available rewards in these programs.

What if my receipt is incorrect?

Call the Consumer Connection Center at 1-855-285-9595 if there is an error on your receipt. You can also call or submit a case directly from the “Contact us” page on the App or [website](#). Please note Apple Cash is processed through Discover and will list Discover on your receipt.

Why didn't my receipt print?

Check your settings to ensure you have chosen to receive printed receipts at the pump. You can also see your User Account transaction history through your Wallet on the App or [website](#).

How will I receive the car wash code when purchasing a car wash with my fuel purchase in the App?

The car wash code will be provided on your receipt and sent to you by text if you have provided Chevron consent to send you text messages.

How do I install the App on my Apple Watch or Wear OS device?

For an Apple Watch, make sure to download the App to your mobile device and then download the App to your Apple Watch from the Apple Watch app on your mobile device. For a Wear OS device, download the App directly from the Google Play store on your Wear OS device. Your preferences and payment methods that are currently linked in your User Account will already be set up in your Apple Watch or Wear OS device app. Before using the app on your Apple Watch or Wear OS, please ensure that you are logged into the App on your mobile device, the App is open on your mobile device, and your Apple Watch or Wear OS is connected to your mobile device.

If my phone is switched OFF, can I still fuel up using my Apple Watch or Wear OS device?

No. Your phone must be ON and close enough to the Apple Watch or Wear OS device to be able to communicate to it (via Bluetooth or Wi-Fi). If the phone is switched OFF, the Apple Watch or Wear OS device app cannot use the App features, such as verifying station location and fueling transaction.

Can I add payment methods in the Apple Watch or Wear OS device app for the App?

No. Payment methods cannot be added from your wearable device. Your preferences and payment methods from your User Account on the App will automatically sync to your Apple Watch or Wear OS device app. You can manage your payment methods in your User Account from your mobile device.

How do I use the App on my Apple Watch or Wear OS device?

Please make sure location services on your mobile device is turned on. Select the station you are at on your Apple Watch or Wear OS device. Then select your pump number and make your car wash selection, if available. Then confirm payment details and authorize. When prompted, enter your PIN. Please select “Yes” on the pump if prompted to redeem any available Chevron Texaco and grocery Gas Rewards, and then begin fueling. After fueling completes, you can review your receipt on your phone.

How do I install and use the Chevron or Texaco App with Apple CarPlay or Android Auto?

Apple CarPlay or Android Auto allows you to find a station, select your payment, car wash, pump, and fuel up without interacting with the phone. However, to use it, you need to do a few things. First, pair your phone with Apple CarPlay or Android Auto. To pair your phone with Apple CarPlay, you can visit the official support center and follow these [instructions](#). To pair your phone with Android Auto, you can visit the official support center and follow these [instructions](#). Then ensure you are logged into your User Account on your mobile device and have

payment methods added to your User Account. All of them will be available to select in the Apple CarPlay or Android Auto except Apple Pay.

If my phone is switched OFF, can I still fuel up using Apple CarPlay or Android Auto?

No. Your phone must be ON and you must be logged into the App on your mobile device to fuel up using Apple CarPlay or Android Auto.

Can I add payment methods in the Apple CarPlay or Android Auto for the App?

No. Payment methods cannot be added via Apple CarPlay or Android Auto. Your preferences and payment methods from your User Account will automatically sync to Apple CarPlay or Android Auto. You can manage payment methods in your User Account from your mobile device.

Mobile Payments: Getting Started and How to Transact

How do I link a payment method to my User Account on the App?

Navigate to the Wallet, at the bottom of the screen, select "Payment Methods", and click "Add Payment Method".

You can link (i) a registered PayPal or Venmo account, (ii) a Techron Advantage Credit Card or Techron Advantage Visa® Card, (iii) a Visa, MasterCard, American Express, or Discover card, (iv) Chevron and Texaco physical gift and promotional cards with PINs, (v) Chevron and Texaco electronic gift and promotional cards (eGift and ePromo Cards), and (vi) Checking Pay™ (available in certain areas).

If using Apple Pay via Apple Watch, the payment methods that are already linked to your User Account will appear in your Apple Watch.

If using Google Pay via a Wear OS device, the payment methods that are already linked to your User Account will appear in your Wear OS device app.

If using Apple CarPlay or Android Auto, only the payment methods (except for Apple Pay) already linked to your User Account will appear in Apple CarPlay or Android Auto.

At this time, Techron Advantage Cards cannot be used as payment methods through Apple Pay or Google Pay, however, you can link the cards as payment methods directly in your User Account.

What tips should I keep in mind before linking a credit/debit card as a payment method in the App?

- Make sure that you are on the latest version of the App.
- Make sure to enter the correct information when linking the card or any payment method.
- Link your credit/debit card to just one User Account on just one mobile device.
- If you have authorized users on a credit/debit card, advise them to link their own card to their User Account on their own mobile device.
- If you received and activated a replacement card, remove the old card before linking the replacement card as a payment method.
- If you are still unable to link your card, please call your financial institution.

What payment methods are currently accepted through the App? Will other payment methods be available through the App?

Currently you can pay at the pump with the App using (i) a registered PayPal or Venmo account, (ii) a Techron Advantage Credit Card or Techron Advantage Visa® Card, (iii) a Visa, MasterCard, American Express, or Discover

card, (iv) Chevron and Texaco physical gift and promotional cards with PINs, (v) Chevron and Texaco eGift and ePromo Cards, (vi) Chevron and Texaco electronic promotional cards (ePromo Cards), (vii) Apple Pay (viii) Google Pay, and (ix) Checking Pay (available in certain areas). See FAQs on how to set up Apple Pay, Google Pay or Checking Pay.

At this time, Techron Advantage Credit Card and Techron Advantage Visa® Card cannot be used as payment methods through Apple Pay or Google Pay, however you can link the cards as a payment method directly in the App. See the FAQ on how to link a payment method to your User Account on the App. At this time, Apple Pay cannot be used via Apple CarPlay or Android Auto.

What products can I purchase with the App?

You may currently use the App, including Apple Watch or Wear OS device, Apple CarPlay, or Android Auto to purchase fuel at the pump and add express car washes, if available, at the station. The app is not available for full-service car-wash purchases.

Express car washes allow you to drive through the car wash tunnel for an exterior-only cleaning in a matter of minutes and are less expensive than a full-service car wash which includes interior vacuuming, window wiping and add-ons like waxing/detailing, tire shine and air freshener.

Can I use the App to make purchases inside the convenience stores?

Chevron is piloting the Pay Inside feature on the App at a few stations and expects it to be available at stations participating in the Chevron Texaco Rewards program in 2023. Upon checking out at the register, open the App and do the following:

- Click on the Pay Inside button on the home screen;
- Choose your payment method;
- Click “Show QR Code”;
- Ask the cashier to scan the QR code on your phone to process payment. For stations that participate in the grocery Gas Rewards program, you have the option to link your grocery Gas Rewards mobile number. Note: The Pay Inside feature does not support Apple Pay at this time.

Which stations support the Pay Inside feature?

If Pay Inside is available at your station, you will be able to follow the prompts on the Pay Inside button on the home page of the App and be redirected to the “Pay Inside” screen. If you are not able to use Pay Inside at that station, you will receive a “Pay Inside Unavailable” message.

What if the cashier cannot process my payment with the Pay Inside feature?

Please try a different payment type. If you keep receiving the error, call the Consumer Connection Center at 1-855-285-9595. You can also call or submit a case directly from the “Contact us” page on the App or [website](#).

Can I buy multiple convenience store items and fuel using the Pay Inside feature?

Yes, you can purchase multiple convenience store items and fuel in a single transaction using Pay Inside.

How do I use the App, Apple Watch or Wear OS device, Apple CarPlay, or Android Auto to purchase fuel at the pump?

After you have downloaded the App, created a User Account, and linked a payment method, log into the App and confirm the nearest station to you or select a new one. Use the selector to choose which pump you would like to use to purchase fuel. After selecting the pump, confirm your payment method and whether you would like to add a car wash, if available, and/or redeem any available rewards. Once your payment method is authorized, the

pump will be reserved for you, and you will see the “begin fueling” prompt on the App screen. Then, you can pick up the nozzle, choose the grade and start fueling.

Apple Watch, Wear OS, Apple CarPlay and Android Auto may also be used after installing the App.

For users that live in full-service states (Oregon and New Jersey), once you see the “begin fueling” prompt on the app screen, let the gas station attendant know which fuel grade to pump and the dollar amount. The attendant will then pump your desired fuel.

How do I know the pump is ready to go at the station after my payment has been authorized?

After your payment has been authorized, the “begin fueling” screen will appear on your App indicating that the pump is ready to go. Select the fuel grade on the pump as you normally would and begin fueling.

How do I complete fueling?

When you have finished fueling, return the nozzle to the pump.

Where can I view my receipt?

You will receive a mobile receipt on the App and if selected in your App settings, a printed receipt at the pump, and email receipt. On the home screen, click “Wallet” on the bottom right corner, then click “History,” and tap the most recent transaction to view receipt.

What do I do if I have selected the wrong pump number on the App?

Wait for the transaction to time out in the App or you can cancel the transaction on the wrong pump and start a new transaction selecting the correct pump number.

Can I use more than one type of payment for a single transaction?

No. You cannot currently use more than one type of payment per transaction. You must perform separate transactions if using two or more forms of payment.

Do I need to contact my bank or financial institution before linking my debit/credit card as a payment method in the Chevron or Texaco mobile app?

If this is your first time linking a debit/credit card into the App, it is best to contact your financial institution so they can allow you to link your account into the App on their system. If you received a new card and have not activated it yet, please call your financial institution to activate the card. We also suggest linking the card within the vicinity of your billing zip code. If you are traveling outside of your billing zip code or have changed your address, please advise or update your records with your financial institution. If you think your card has been compromised, contact your financial institution immediately.

Is it safe for customers to use mobile devices at the fuel dispenser?

Research cited by the FCC has concluded that there is no reason to prohibit customers from using their mobile devices to pay at the pump. One such study provides “there has been no documented incident where the use of a wireless phone was found to cause a fire or explosion at a gas station” and “scientific testing has not established a dangerous link between wireless phones and fuel vapors.”

Will you change your decals recommending against the use of mobile devices at retail stations?

Chevron has updated its mobile-device decals to provide that customers may use their mobile devices with care, and caution customers not to use mobile devices while walking or when in a vehicle lane.

Gift & Promotional Cards:

How do I add an eGift or ePromo card as a payment method to my User Account on the App?

Navigate to the Wallet, select “Payment methods” and “Add Payment Method” to link a payment method. Choose “Gift or ePromo Card” and read and agree to the terms. Enter the Chevron and Texaco eGift or ePromo Card number and the PIN. Please note this PIN is different from the one you created while signing up on the mobile app to authorize payments. A PIN is required for all gift and promotional cards. Promotional and ePromo cards have an expiration date.

Is there a limit to how many Chevron and Texaco gift and promotional cards I can link to my User Account?

Yes. There is a limit of five (5) Chevron and Texaco gift and promotional cards that can be linked to your User Account at any given time, and you can only link three (3) cards in a 24-hour period.

Can I add a plastic Chevron or Texaco gift or promotional card to the App?

Yes. A Chevron or Texaco gift or promotional card with a PIN can be added to the App. Best practices recommend that once a plastic gift or promotional card has been added to the App, the card be destroyed before disposal.

How do I view my available Chevron and Texaco gift and promotional card balance?

The available balance is displayed with each card in your Wallet under “Payment methods” in the App.

Can I share a Chevron and Texaco gift or promotional card with my friends and family who use the App?

Yes. Multiple users can link the same Chevron and Texaco gift or promotional card to their User Accounts.

What do I do if my Chevron and Texaco gift or promotional card isn't working?

Call the Consumer Connection Center at 1-855-285-9595 for assistance. You can also call or send us a message through the “Contact us” page on the App or [website](#).

Can I reload my Chevron or Texaco gift or promotional card in the App?

No. You cannot currently reload funds onto a Chevron or Texaco gift or eGift Card in the App or purchase gift cards from the App. You can link multiple Chevron and Texaco gift and promotional cards to your User Account. Plastic and electronic promotional cards are not reloadable and expire on the date provided with the card.

Can I use my linked Chevron and Texaco gift or promotional card to pay for items in the convenience store?

Chevron is piloting the Pay Inside feature on the App at a few stations and expects it to be available in 2023 at stations participating in the Chevron Texaco Rewards program. When the feature is enabled, electronic gift and promotional cards could be used for in-store purchases. If your station is not part of the pilot, the App can only be used for fuel and car wash purchases at the pump and not within the store. You can still use any physical gift or promotional card that has been linked as a payment method in the App in the convenience store if there is an available balance. Electronic gift and promotional cards cannot be used for in-store purchases.

How does my physical gift card differ from an eGift Card?

You can use your physical gift card at both the pump and within the store. You can also reload your physical gift card. Currently, you are not able to reload your electronic gift card or use for purchases within the store.

However, Chevron is piloting the Pay Inside feature on the App at a few stations and expects it to be available at participating stations in the Chevron Texaco Rewards program in 2023. When the feature is enabled, electronic gift and promotional cards could be used for in-store purchases but will still not be able to be reloaded.

What is the difference between Chevron and Texaco promotional and gift cards?

Promotional cards are provided at no cost to the recipient with an expiration date. They are redeemable for fuel and authorized goods and services at participating Chevron and Texaco stations, are subject to the terms and conditions on the card and cannot be reloaded.

What do I do if a Chevron or Texaco gift or promotional card will not link as a payment method in my User Account?

Confirm that you entered the card number and PIN correctly and that the promotional card has not already expired. If you are still unable to link it, call the Consumer Center at 1-855-285-9595 for assistance.

Why did I not receive the discounted "Cash" price when I used my Chevron or Texaco gift or promotional card?

Discounted cash pricing is offered by independent Chevron or Texaco retailers. If you did not receive the discounted cash price with the App, please notify the station manager.

What tips should I keep in mind before linking a Chevron or Texaco gift or promotional card as a payment method in the App?

- Turn on your location services
- Enter the gift or promotional card PIN number located with the card and not any other PIN number or password

Checking Pay Accounts:

What is Checking Pay?

Checking Pay is a payment option that allows most users to pay directly from their checking account through the App where available at Chevron and Texaco stations. When a user makes a purchase with Checking Pay, the amount of that purchase is automatically debited from their selected bank account, usually within 1-2 business days following the date of the purchase. Users are offered the full protection of the US Federal Reserve's Regulation E: protections for electronic fund transfers.

Is there an age limit to use Checking Pay?

Yes. Users must be 18 years or older to enroll in Checking Pay.

Are there any enrollment fees for Checking Pay?

No. Enrolling in Checking Pay is fast, simple, and free.

Is there a discount for Checking Pay?

Yes. Users receive a promotional discount of five cents per gallon with Checking Pay transactions up to 25 gallons in a single purchase where available at Chevron and Texaco stations.

Can the Checking Pay discount be combined with other rewards?

Yes. The Checking Pay discount can be combined with your Chevron Texaco Rewards, and your grocery Gas Rewards at participating Chevron and Texaco stations.

Can I receive any discounted price for cash or debit card transactions with Checking Pay?

No. Any discounted pricing for cash or debit card transactions does not apply to Checking Pay transactions.

How do I get started?

Users can enroll in Checking Pay through a quick and simple one-time process within their User Account.

- Click the Wallet at the bottom of the screen;
- Select "Payment Methods";
- Click "Add Payment Method";
- Tap on Checking Pay;
- Add your information;
- Search for your bank;
- Log into your mobile bank account and follow the prompt; and
- Select your checking account to link to the App.

What bank account types can be used with Checking Pay (e.g. checking, savings, money market, etc.)?

Only active, personal (non-business/corporate) US dollar checking accounts from U.S.-based banks can be used for Checking Pay.

Why must I provide my banking information?

Checking Pay transactions move funds from your checking account via ACH (Automated Clearing House). During the enrollment process, your bank information is used to validate and confirm the following:

- The bank account and routing number for the checking account are valid;
- You are the bank accountholder; and
- The funding for your Checking Pay transactions will be debited from the correct bank account.

Can I link more than one bank account for Checking Pay to my User Account?

At this time, you are only able to link one bank account to your User Account.

Can I link my bank account to more than one User Account?

No. You are only able to link your bank account to one User Account. Any joint bank account holder will need to link a different checking account to their User Account.

As an existing user, can I add another user to my Checking Pay?

No. Every member is required to have their own unique User Account and a bank account is only able to be linked to one User Account.

Any joint bank accountholder will need to create their own User Account and link a different checking account to their User Account.

Will my credit history be affected by using Checking Pay?

There is no credit check to enroll in Checking Pay and using Checking Pay will not affect your credit history as long as the funds in your linked bank account are sufficient to cover the purchases you make.

What is the fee for an unpaid payment?

The fee assessed is up to the maximum amount allowed by state law.

What if I didn't receive the Checking Pay discount, who do I call?

Not all Chevron and Texaco stations are able to provide the Checking Pay discount. If the Checking Pay discount is not available at a station, you will see a message with that information in the App prior to making your fuel purchase. If you did not receive the Checking Pay discount where available, please contact Customer Connection Center (CCC) at (855) 285-9595 or cccweb@chevron.com.

How do I make changes to the bank account for my Checking Pay?

Please contact the Checking Pay support team at (888) 823-2438 (888) 823-CHEV) or CheckingPay@bimnetworks.com to make changes to your bank account.

I deleted Checking Pay from my App wallet and want to use it again. How do I add it back?

Within the App, select Add Payment Method > Add Checking Pay. Your account will reactivate using all the same information as previously used in enrollment, and if in good standing, you can begin using Checking Pay again. If any of the information has changed, please contact the Checking Pay Support team at (888) 823-2438 (888) 823-CHEV) or CheckingPay@bimnetworks.com.

How do I delete my Checking Pay from my User Account?

Delete the "Checking Pay" payment method from your Payment Methods list in the App, AND contact the Checking Pay Support team at (888) 823-2438 ((888) 823-CHEV) or checkingpay@bimnetworks.com to remove the bank account from your User Account.

How do I resolve a Checking Pay transaction that did not have sufficient funds?

Please contact the Checking Pay Support Team at 888-823-2438 to resolve.

Tech Wallets:

How do I add my Venmo account as a payment method in the App?

You must be logged into your Venmo account on your mobile device to add it as a linked payment method in the App.

Can I use my Venmo balance as a payment method?

Please review your Venmo account FAQs for information on how to use your Venmo balance as a payment method.

How do I link my PayPal account to my User Account on the App?

You can link your PayPal account to your User Account by navigating to the Wallet, select "Payment methods" and link your PayPal account any time.

Why was a hold for a fuel purchase placed on my Venmo account?

Your card issuer or bank sends a request to pre-authorize the transaction for a set amount and duration. Banks may “hold” this pre-authorization amount until they receive notification of the final purchase amount after completion of the transaction. Chevron does not control the duration of the hold. Contact your bank to release this hold.

How do I add Apple Pay or Google Pay as a payment method in the App?

You will first need to set up your Apple Pay or Google Pay wallet on your iOS or Android device to use Apple Pay or Google Pay in the App. Once set up, they will automatically appear as a payment method option in the App.

How do I purchase fuel using Apple Pay or Google Pay in the App?

Log into the App and confirm the nearest station to you or select a new one. Then using the selector, choose which pump you would like to use to purchase fuel. After selecting the pump, choose whether you would like to add a car wash, if available. Next, choose Apple Pay or Google Pay as your payment method and click continue. Your payment method will be authorized, and the pump reserved for you.

Will my receipt show whether I fueled with my Apple Pay or Google Pay payment method in the App?

Yes. You will receive a receipt on the App with an Apple Pay or Google Pay icon and by email, if selected in your settings, shortly after completing your transaction using Apple Pay or Google Pay.

How will I know which card I used with the Apple Pay payment method in the App?

You will see the last 4 digits of the card that was associated with the purchase on the receipt made using Apple Pay or Google Pay. Note, Apple CASH is processed through Discover and will list Discover on your receipt when you use Apple CASH in Apple Pay as a payment method for your transaction.

Can I use international cards added in my Apple Pay or Google Pay wallet to make purchases with the App?

No. International cards cannot be used in the App.

Why do I see a \$150 pre-authorization in my Apple Pay wallet after I canceled the transaction, or it timed out before I pumped fuel?

If you are using a debit card in your Apple Pay wallet, your bank sends a request to pre-authorize the transaction for a set amount and duration. If you cancel the transaction or it time outs, you will see a \$150 pre-authorization which will be reversed by your bank to your bank account, not credited or refunded to your Apple Pay wallet. Chevron does not control this pre-authorization or reversal. Contact your bank for questions on the reversal of any pre-authorizations.

Why did I get an error when I removed a card from my Apple Pay wallet and then attempted to immediately add it back again?

If you remove a card from your Apple Pay wallet and then try to immediately add it back again, it may trigger a suspected fraud lockdown. Call your card issuer or bank’s customer service to have the card re-enabled or unblocked.

Techron Advantage® Cards:

Can I redeem my Chevron Texaco Rewards program rewards with my Fuel Credits from my Techron Advantage Cards?

You may combine your CTR program rewards with fuel discounts or credits from other tender types including your Techron Advantage Visa® Card or Techron Advantage Credit Card. If you decide not to use your CTR program rewards on a particular transaction, you will still earn CTR program points on that transaction and can receive the discounts or credits from the other tender types.

Can I use my Techron Advantage Credit Card or Techron Advantage Visa® Card as a payment method in the App through my Apple Pay or Google Pay wallet?

No. These cards cannot be used as payment methods through your Apple Pay or Google Pay wallet. However, you can link your Techron Advantage Cards as payment methods directly in the App. See FAQ on how to link a payment method to your User Account on the App.

How do I add my new Techron Advantage Credit Card or Techron Advantage Visa® Card with EMV chip to my User Account on the App?

Techron Advantage Credit Card without EMV chips expired on June 30, 2021. You should have received and activated your replacement card with EMV chip. You must unlink your old card from the App by clicking on the card under “Payment methods” and selecting “X” next to the card. You can then add your new activated Techron Advantage Credit Card with EMV chip by selecting “Payment methods” and “+” to link a payment method and choosing “Techron Advantage Card.” Enter your new card number, expiration date, security code (CID/CVV) and zip code and hit “Submit.” You can then select how to receive a one-time security code from Synchrony, the card issuer, by either phone call or text to the phone number associated with the card. If you have trouble receiving the security code, contact Synchrony by tapping on the displayed message or call the phone number located on the back of your Techron Advantage Credit Card. Note, you must activate your new Techron Advantage Credit Card before adding it to the App as a payment method.

Where can I find the security code (CID or CVV) on my Techron Advantage Card?

You may find the CID code (3 digits) on the front of your card above or below the expiration date (typically shown as 001, 002, etc.) and the CVV code (3 digits) on the back of your card at the end of the signature space.

Why did I not receive the discounted “Cash/Chevron card” price when I used my Techron Advantage Card?

Discounted cash/Chevron card pricing is offered by independent Chevron or Texaco retailers. If you did not receive the discounted cash/Chevron card price with the App, please notify the station manager.

How do I manage my Techron Advantage Card, view statement and pay the bill via mobile app?

You can manage your Techron Advantage Card, view statement and pay the bill from the App under Wallet and “Manage Chevron Cards” by selecting “Manage account” and logging in to your Techron Advantage Card account and following on screen prompts/options.

Troubleshooting:

Who do I contact if I get an error at the pump while using the App?

Please call the Consumer Connection Center at 1-855-285-9595. You can also call or submit a case directly from the “Contact us” page on the App or [website](#).

What do I do if my car wash code is not working?

Call the Consumer Connection Center at 1-855-285-9595 if you are unable to redeem the car wash code that you received in the App. You can also call or submit a case directly from the “Contact us” page on the App or [website](#).

Can I make multiple fuel purchase transactions in a single day with the App?

Yes. However, if you make excessive transactions in a single day with the App, they may be declined as suspected fraudulent transactions. Call the Consumer Connection Center at 1-855-285-9595 for information on your User Account.

Are there minimum/maximum transaction amounts when paying through the App?

Minimum and maximum transaction dollar limits are set by your payment card and/or financial institution when used as a payment method through the App and certain financial institutions may impose maximum purchase amount limits on mobile transactions. There is no minimum purchase amount when using a Techron Advantage Credit Card or Techron Advantage Visa® Card for mobile payment transactions.

What do I do if I forget my 4-digit PIN for authorizing payments in the App?

You can reset your PIN anytime from your User Account. However, this will delete all saved payment methods from your User Account, including any gift or promotional cards. To reset your PIN, navigate to “My Profile”, select “Settings” and under PIN code, click “Edit,” and then click “Forgot your PIN code?” Follow the prompts to create a new PIN and verify it to reset your PIN. You will then need to re-link your payment methods to your User Account.

What do I do if my App will not load?

To function properly, any mobile app requires good cell signal or wireless connection. If your App is not working, please check to see if cellular service in your area is adequate. If service is sufficient and you continue to have problems, first try deleting the app and then re-downloading it.

Who do I contact with questions about the CTR program or my points or rewards?

Contact Chevron Texaco Rewards Support at cccweb@chevron.com or call 855-285-9595 from 8:00am to 5:00pm Central Time for assistance with qualifying transactions which you believe did not result in proper points earned.

Not seeing your question or issue here?

Please contact us by tapping on “Help” and then “Contact us” from the menu on the App or [website](#).