

NatRoad FAQ

How can the customer contact Ampol about this offer?

Phone - 1300 227 340

Email – natroad@ampol.com.au

APPLICATION LINK -

<https://ampol.com.au/Fuel-Cards/AmpolCard/Apply?ReferralCode=NATROAD>

Our offer to NatRoad members:

RECEIVE 9.5 CENTS PER LITRE DISCOUNT ON DIESEL AND AMPLIFY PREMIUM DIESEL AT AMPOL NATROAD SITES

Product	Discount at Ampol NatRoad Network sites	Discount at all other Ampol sites
Diesel Amplify Premium Diesel	9.5cpl	6cpl

Product	Discount at ALL Ampol sites
Unleaded 91 E10 Unleaded Amplify 95 Amplify 98	6cpl

** All discounts above are off the pump price and are inclusive of GST.*

What other features does the Account holder have access to?

- Up to 51 days interest free with payments made by Direct Debit.
- Low monthly card processing charges of only **\$2.20** per card, per month (inc GST).
- Additional \$2 per card to add Services and Repairs
- Collect Woolworths Everyday Rewards points on all fuel and eligible in-store purchases that can be converted to Qantas Points or be used as dollars off your Woolworths shopping.
- The convenience and reliability of using Australia's largest fuel network.
- Benefit from a 0% surcharge when you pay your account via MasterCard by Direct Debit.
- Enjoy 24/7 local support plus innovative fuel card features we've been leading the way with for over 30 years.
- Free yourself from paperwork with vehicle expenses delivered in a single, ATO-approved monthly invoice and a range of other transaction reports available online through Card Portal.
- Save even more time by integrating your account to Xero or MYOB for invoices to be automatically uploaded to the software.

Setting up your AmpolCard account is easy

You will need:

- Your 11-digit ABN (Australian Business Number)
 - Your driver's licence
 - Details of directors, partners, trustees, or the business owner
 - Your bank account details
1. Login to your NatRoad member portal via www.natroad.com.au and click on the AmpolCard offer.
 2. Click the 'Apply Now' link and complete the AmpolCard application form – this should only take about 20 minutes.
 3. We'll handle the rest and will work to get your AmpolCard/s to you within 2 weeks.

Need help with your application?

Our Australian-based Customer Service Team is ready to help you.

Talk to us on **1300 227 340**

Email us at natroad@ampol.com.au

As a NatRoad member what Ampol locations give me the best discount?

You will receive 9.5 cents per litre discount on Diesel and Amplify Premium Diesel at dedicated Ampol NatRoad Network sites – that's at least ~ 370 sites across Australia
https://ampolnatroad.com.au/downloads/Ampol_NatRoad_Atlas_Q2_2026.pdf

You will also be eligible to receive a 6-cent discount at all other Ampol sites across Australia.

How long will the Application Process take?

Applications can take up to 10 working days. Upon approval of the application, Ampol will send a welcome letter to the new customer via email.

#Subject to all information being provided.

How long will it take to get an AmpolCard(s)?

Once your account is approved, the cards will be sent via Post to the postal address provided in the application.

How many AmpolCard(s) can I have on one account?

As many as you would like (\$2.20 per card per month)

Can I use my card for multiple vehicles?

Yes, but all correct fuels must be activated on the card.

Diesel/Premium/Petrol/LPG

#If you register for Service and Repairs/RSA you will need 1 card per vehicle.

Is there a replacement cost if I lose an AmpolCard?

There is no replacement card cost.

How will I see my discount?

Customers will have access to run account reports in the Card portal.

How do I report if Ampol sites are not clean?

Ampol is committed to providing the best possible service, and with being located in Australia feedback makes a difference. Just let them know when you come across a site that is not up to standard.

Phone: 1800 240 398

Email: ampolfeedback@ampol.com.au

Everyday Reward Points

Account holders can link an Everyday Rewards card to their AmpolCard account to earn points.

How many Everyday Rewards points can I collect on my AmpolCard?

Account holders are eligible to collect Everyday Rewards points as per the table below on purchases made on your AmpolCard(s) from a participating Ampol site:

Product	Points	Rate
Premium petrol	2 points	Per 1 litre
Premium diesel	2 points	Per 1 litre
Regular petrol	1 point	Per 1 litre
Regular diesel	1 point	Per 1 litre
In store purchases	1 point	Per \$1 spent
AmpolCard Services and Repairs	1 point	Per \$1 spent

For full terms and conditions refer to the [AmpolCard Loyalty Program Reward Scheme](#).

Please note, drivers will not be eligible to collect Everyday Rewards points on their individual cards– AmpolCard account holder only.

Can I enjoy money off my shopping at Ampol with Everyday Rewards?

No, you cannot currently enjoy money off your shopping at Ampol locations

Visit everydayrewards.com.au for more information about the Everyday Rewards program and how you can enjoy your Everyday Rewards points

Can you link multiple Everyday Rewards accounts to your eligible AmpolCard account?

No, you can only link one Everyday Rewards account to your eligible AmpolCard account.

Do I need to scan my Everyday Rewards Card to collect Rewards points on my AmpolCard?

No, you can simply pay with your AmpolCard, and all charges and Rewards points will be applied.

Can I use my AmpolCard and also redeem the 4c discount via Everyday Rewards?

No, AmpolCard cannot be used in conjunction with any other discounts. Points will still be earned on eligible purchases.

I have purchased goods (excluding fuel) on my AmpolCard for a total of \$100.50 in shop for the month. Why does the statement show earnings of only 100 Everyday Rewards points?

Any part dollar is ignored after all the purchase values are added for the month. If the total value of eligible purchases in a month is \$58.80, then the points collected will be 58 Everyday Rewards points.

What is the Woolworths Everyday Rewards program on AmpolCard?

Everyday Rewards program is where you can simply shop and save money. It is a customer loyalty program which Woolworths Group Limited (Woolworths) operates throughout Australia.

Now eligible AmpolCard customers can collect Everyday Rewards points on fuel and selected in-store purchases at participating Ampol stores (which may be branded Caltex or Ampol) by linking AmpolCard to Everyday Rewards*.

Visit everydayrewards.com.au for more information about the Everyday Rewards program and how you can enjoy your Everyday Rewards points on your shopping or convert Everyday Rewards points to Qantas Points.

Please call the AmpolCard Customers Service team on **1300 227 340** or email natroad@ampol.com.au to check Everyday Rewards eligibility on your AmpolCard.

*Everyday Rewards points are offered under and subject to the [AmpolCard Loyalty Program Rewards Scheme Terms and Conditions](#) and [AmpolCard Terms and Conditions](#). You must have an Everyday Rewards account to collect Everyday Rewards points. If you do not have an Everyday Rewards account, you are able to [login here](#). Woolworths Everyday Rewards Membership and Everyday Rewards points are subject to the [Everyday Rewards Terms and Conditions](#). Everyday Rewards points are collected on fuel purchases and eligible in-store purchases at all Ampol locations (which as we transition from Caltex to Ampol may be branded Caltex or Ampol) across mainland Australia. Ampol locations in Tasmania are currently excluded from the Everyday Rewards Program, and you will not collect Everyday Rewards points at Ampol locations in Tasmania. Product exclusions apply on points collected, refer to the [AmpolCard Loyalty Programs Reward Scheme Terms and Conditions](#).

Can I manage my AmpolCard Account online?

Yes, once your account is approved you will be setup with online access to the Card Portal where you can manage your account (Maintain Cards, schedule reports, make early payments etc).

Self-Serve Card Portal

Where is the AmpolCard portal login?

<https://cards.ampol.com.au>

How do I receive access to Card Portal?

Register via our website [Ampol | Card Portal](#)

Can I request training for Card Portal?

Yes, please email natroad@ampol.com.au with a suitable time for training. We will reply to your email with a confirmed date, time and a Customer Service member will contact you.

[Ampol | Frequently Asked Questions](#) – FuelPay

[Roadside Assistance | Ampol](#) – Roadside assistance

[Ampol | Frequently Asked Questions](#) – Service & Repairs

[Ampol | Frequently Asked Questions](#) – Xero Integration

[Ampol | Frequently Asked Questions](#) – MYOB Integration