

Petrol PLAZA

ADNOC to waive assisted fuelling service fee

A survey carried out by the company showed negative feedback from customers.



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ADNOC fuel stations started charging customers for using the pump assistants earlier this year. As of next week, attendants service will be free again, the company announced.

The move to waive the charge comes after ADNOC received negative feedback from customers through a recent marketing survey the company carried out.

The decision to go back to free assisted fuelling service was approved by the Board of Directors, ADNOC's Distribution's acting CEO, Saeed Mubarak Al Rashdi, said in a press release.

In summer 2019, ADNOC rolled out an app that allowed motorists to have their petrol pumped by assistants for free.