

Waitomo Fuel Card – FAQs

What benefits does the Waitomo Fuel Card offer?

With our Waitomo Fuel Card, you'll be eligible for tailored commercial rates, or our pump price - whichever is best. You'll also be able to easily access all Waitomo Fuel Stops and Diesel Stops in [our network](#).

Our Fuel Stops cater to all types of commercial vehicles, with large forecourts, 24/7 Pay N' Pump terminals and specialist vapour recovery technology. Many of our Diesel Stops also operate 24/7. We supply 91, 95 and Diesel, with *GoClear* available at selected sites.

Our [Fuel Stop Finder](#) provides full details of our opening hours and products available at each site.

Other benefits of using the Waitomo Fuel Card include:

- Monthly statements, so you'll no longer need to keep track of individual receipts.
- No transaction or card fees.
- Payment by direct debit.
- Fuel usage and mileage information, that can also be sent direct to EROAD's fleet management tools.
- Our [online customer portal](#) for 24/7 access to your statements and transactions, and to order additional cards.

Can anyone apply for a Waitomo Fuel Card?

Anyone who runs a GST-registered business can apply for a Waitomo Fuel Card [here](#). First you'll need to open a Waitomo account.

If you need more information about opening an account with Waitomo, give us a call on 0800 922 123 and we'd be happy to talk you through the application process.

Where can I use my new Waitomo Fuel Card?

Our Waitomo Fuel Card is accepted at all Waitomo Fuel Stops and Waitomo Diesel Stops. Find your nearest Fuel Stop [here](#).

What pricing will I get with my new Waitomo Fuel Card?

Pricing is determined by your Sales Representative, based on your fuel usage. You'll never pay more than your tailored commercial rate, or the pump price at our Waitomo Fuel Stops and Diesel Stops – whichever is best.

How do I order a Waitomo Fuel Card?

If you're a new customer, you can apply for Waitomo Fuel Cards [here](#). If you need more than 10 cards, please call our team on 0800 922 123.

If you're an existing Waitomo customer, you can order additional cards via our [online customer portal](#). If you don't already have a login, or you have any questions, give us a call on 0800 922 123 and we'll sort things out for you.

When will my new Waitomo Fuel Card be active for use?

Your new Waitomo Fuel Card is ready to use as soon as you receive it.

If you're a new customer, you'll be asked to nominate a PIN for all cards ordered. These will be preloaded onto your cards.

If you're an existing customer, your new Waitomo Fuel Card will be loaded with the same PIN and other card conditions as your old card (including your tailored commercial rates, fuel type and transaction limits).

If you'd like to change or verify your PIN, please call us on 0800 922 123.

What do I do if my Waitomo Fuel Card has arrived, but the details are incorrect or the card is faulty?

Please give us call on 0800 922 123 and we'll get things sorted for you right away.

What do I do if I lose my new Waitomo Fuel Card?

If your Waitomo Fuel Card is lost or stolen, please let us know immediately on 0800 922 123 so we can protect you against any fraudulent transactions. We'll cancel your old Waitomo Fuel Card and arrange for a new Waitomo Fuel Card to arrive as soon as possible.

My card is due to expire. Do I need to order a new one?

Your Waitomo Fuel Card has an expiry date which you'll find on the front right-hand side of your card. We'll automatically send you a replacement card before this date, unless your card hasn't been used in the previous six months. To make things even easier, the same PIN number as your expired card will be preloaded onto your new Waitomo Fuel Card.

Need more help?

If you have any further questions, please call us on 0800 922 123 or contact your Sales Representative.