PRESS RELEASE
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LUKOIL BECOMES WINNER OF THE 14TH ANNUAL "QUALITY OF SERVICE AND RIGHTS OF CONSUMER" AWARD

LUKOIL became the best in the *Loyalty Program of the Year. Fuel Stations* category of the 14th annual *Quality of Service and Rights of Consumer* award.

The jury named LUKOIL-Inter-Card's (a LUKOIL Group organization) loyalty program *Fill up with Profit* the best in the *Retail Service* category.

The *LUKOIL Fuel Stations* mobile app created an ecosystem of services for motorists. These services include contactless fuelling, personal discounts, various payment methods, options to buy insurance policy etc. This year LUKOIL filling stations in Russia and Belarus started to accept loyalty cards from customers from both countries.

Thanks to the innovative approach, in 2023 the number of users of the *LUKOIL Fuel Stations* mobile app exceeded 20 million. Over 11 million customers now participate in LUKOIL's loyalty program.

The *Quality of Service and Rights of Consumer* award is an annual socially important contest that celebrates the most successful projects related to quality of goods and services.

Information about company:
LUKOIL is one of the largest oil & gas vertical integrated companies in the world accounting for over 2% of crude production and circa 1% of proved hydrocarbon reserves globally. LUKOIL enjoys a full production cycle to control the entire value chain from upstream to downstream. LUKOIL employs over 110 thousand people who join their efforts and talents to secure the Company's market leadership.

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