

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi x Honda CAMPAIGN**

NO	QUESTION	ANSWER
QUESTIONS ON unifi x HONDA CAMPAIGN		
1.	What is the unifi x Honda campaign?	<ul style="list-style-type: none"> ▪ We're happy to announce that as an appreciation to our new and existing customers, we're offering a special reward exclusive for customers who have downloaded myunifi app and updated their profile in the app. ▪ Here's what you need to do: <ol style="list-style-type: none"> 1. Download the myunifi app from Google Play Store or Apple App Store 2. Update your profile 3. Answer simple questions about the campaign and submit your entry ▪ If you have already downloaded the myunifi app, you are also entitled to win by updating your profile anytime during the campaign period.
2.	When is the campaign period?	<ul style="list-style-type: none"> ▪ The campaign will run for a limited time from 21 August 2019 to 20 September 2019.
3.	What is the prize offered under this campaign?	<ul style="list-style-type: none"> ▪ There will be one (1) brand new Honda HR-V Hybrid to be won by one (1) lucky winner!
4.	Is the prize offered inclusive of taxes and insurance?	<ul style="list-style-type: none"> ▪ The prize that will be given away (a Honda HR-V Hybrid) is inclusive of all taxes. ▪ However, it does not include road tax, insurance and JPJ registration fees.
5.	Who is eligible to participate in this campaign?	<ul style="list-style-type: none"> ▪ This campaign is open to all new and existing unifi customers (unifi Home™, unifi Mobile™ Postpaid, unifi Basic, unifi Air, and unifi Lite). Please do note that unifi Mobile #BEBAS prepaid and unifi business customers are not eligible to participate. ▪ However, employees of Honda including its affiliated and related companies and their immediate family members are not eligible to participate in this campaign.

NO	QUESTION	ANSWER
6.	I'm a TM staff, am I eligible to participate in this campaign?	<ul style="list-style-type: none"> ▪ Yes, all TM Group employees are eligible to participate in this campaign. ▪ However, please note that you need to have an existing unifi account (unifi Home™, unifi Mobile™ Postpaid, unifi Basic, unifi Air, or unifi Lite).
7.	I'm a foreigner, but I do have unifi service. Am I eligible to participate?	<ul style="list-style-type: none"> ▪ Unfortunately, no. This campaign is only open to Malaysian and all unifi customers as per eligibility plans above.
8.	This is interesting! Can you guide me on how to participate in this campaign?	<ul style="list-style-type: none"> ▪ It's very simple. This campaign is open to all new and existing unifi customers (unifi Home™, unifi Mobile™ Postpaid, unifi Basic, unifi Air, and unifi Lite). ▪ All you need to do is download the myunifi app from Google Play Store or Apple App Store, update your profile, answer simple questions about the campaign and submit your entry! ▪ If you have yet to be a unifi customer, just subscribe to unifi plans as listed above at unifi.com.my or visit any of our TMpoint outlets nationwide.
9.	I have multiple accounts with unifi, am I eligible to win more?	<ul style="list-style-type: none"> ▪ Thank you for your support towards unifi. Unfortunately, only one (1) entry will be accepted, as submission will be based on customers' personal identification number (NRIC).
10.	I have previously updated my profile, do I need to update my profile again to be eligible for this campaign?	<ul style="list-style-type: none"> ▪ Yes, you will need to complete and update your profile particular via myunifi app anytime during the campaign period i.e. from 21 August 2019 to 20 September 2019.
11.	Can I update my profile multiple times during the campaign period?	<ul style="list-style-type: none"> ▪ Sure, we highly encourage you to update your profile especially if you have changed your contact details, mobile number or email address. ▪ This would also allow the team to contact you if you are chosen as one of our lucky winners!
12.	Will you share out the information I updated in the app?	<ul style="list-style-type: none"> ▪ We will only use the information that you have shared with us for support and marketing related activities. ▪ Please be informed that only the following information will be shared with Honda Malaysia for a period of one (1) year:

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ➤ Name ➤ NRIC / Passport Number ➤ Mobile Number ➤ E-mail address
13.	How will you select the winners?	<ul style="list-style-type: none"> ▪ One (1) lucky winner will be chosen via a randomiser system to win the Grand Prize – a brand new Honda HR-V Hybrid.
14.	How many winners are entitled for this campaign?	<ul style="list-style-type: none"> ▪ There will only be one (1) lucky winner to win a brand new Honda HR-V Hybrid.
15.	How will I know if I am selected as the lucky winner?	<ul style="list-style-type: none"> ▪ If you are selected as the lucky winner, you will receive a call and an official email from unifi before 28 September 2019. ▪ Please note that if you are selected as the lucky winner, you are required to be present at a Prize Giveaway Event (Honda's Terima Kasih 900K Grand Event) that will be held between 28 September 2019 to 29 September 2019 (more details will be shared at a later date).
16.	Will there be any charges for entering the campaign?	<ul style="list-style-type: none"> ▪ All submission is free! All you need to do is download the myunifi app from Google Play Store or Apple App store, update your profile, answer simple questions about the campaign and submit your entry.
17.	Can I exchange the car with another model or with cash if I win this contest?	<ul style="list-style-type: none"> ▪ We're sorry, the prize is non-exchangeable, non-transferable, and is not redeemable for cash or any other prizes.
18.	I've downloaded myunifi app before, do I need to delete and reinstall the app to participate in this campaign?	<ul style="list-style-type: none"> ▪ Thank you for downloading myunifi app. Don't worry, you do not have to delete and reinstall the app. ▪ Simply launch the app and update your profile anytime during the campaign period (21 August 2019 to 20 September 2019) to be eligible to win the prize.
19.	I have several mobile numbers and one of them is registered under my dad's name but I'm the contact person. Which number should I update?	<ul style="list-style-type: none"> ▪ It's entirely up to you, you may choose to update any profile provided the number is valid and convenient for us to reach you.

NO	QUESTION	ANSWER
20.	Who should I contact if I need to know more about this campaign?	<ul style="list-style-type: none"> ▪ You can download the myunifi app from i.unifi.my/myunifi or get in touch with us via Facebook at facebook.com/weareunifi, Twitter at @helpmeunifi or Live Chat with our team at unifi.com.my/chat.
21.	I've updated my profile during the contest period, but I've terminated my account after that. Am I still eligible to win?	<ul style="list-style-type: none"> ▪ Unfortunately, this campaign is only open to unifi customers who has an active account with us. ▪ You must have an active unifi account during the contest period and during the selection of winners.
22.	My account is currently suspended, can I still participate in this campaign?	<ul style="list-style-type: none"> ▪ Yes, you can still participate in this campaign by following the campaign mechanics. ▪ However, you need to ensure that your account is active during the selection of winners and winner's announcement.
23.	Who should I contact if I can't contact you through the app?	<ul style="list-style-type: none"> ▪ Easy, feel free to reach us via our digital channels such as: <ul style="list-style-type: none"> ▪ Visit unifi portal at unifi.com.my ▪ Community at https://community.unifi.com.my/ ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ Live Chat via myunifi app or online at https://unifi.com.my/chat ▪ You can also visit any of the TMpoint outlets nationwide for further assistance.