



**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
unifi MOBILE YEAR-END GIVEAWAY CAMPAIGN**

| NO | QUESTION | ANSWER | | | | | | |
|---|---|---|------------------|--|-----------------|---|---------------|---|
| QUESTIONS ON unifi MOBILE YEAR-END GIVEAWAY CAMPAIGN | | | | | | | | |
| 1. | Can you tell us more about the unifi Mobile Year-End Giveaway Campaign? | <ul style="list-style-type: none"> ▪ The unifi Mobile Year-end Giveaway Campaign is an exclusive contest for unifi Mobile Postpaid and #BEBAS prepaid customers. ▪ All you need to do is simply register, activate and reload a cumulative amount of RM20 cumulatively (for #BEBAS customers) during the campaign period to be entitled to win attractive devices daily. | | | | | | |
| 2. | When is the contest period? | <ul style="list-style-type: none"> ▪ The contest runs for a limited time only from 20 December until 31 December 2019. | | | | | | |
| 3. | Who is eligible for the contest? | <ul style="list-style-type: none"> ▪ This contest is open to all NEW unifi Mobile Postpaid and #BEBAS prepaid customers. Simply register, activate and reload a minimum of RM20 cumulatively (for #BEBAS customers) anytime during the campaign period. ▪ Please note that only Malaysian citizens are eligible to participate in this contest. | | | | | | |
| 4. | How do I participate in this contest? | <ul style="list-style-type: none"> ▪ There are two (2) ways you can participate in this contest: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #1a3d54; color: white; text-align: center;">Mechanics</th> </tr> </thead> <tbody> <tr> <td style="background-color: #1a3d54; color: white; text-align: center;">Postpaid</td> <td style="text-align: center;">New registration of unifi Mobile 99 at RM59 with a 12-months contract</td> </tr> <tr> <td style="background-color: #1a3d54; color: white; text-align: center;">#BEBAS</td> <td style="text-align: center;">New registration, activation and reload a minimum of RM20 accumulatively during the campaign period</td> </tr> </tbody> </table> | Mechanics | | Postpaid | New registration of unifi Mobile 99 at RM59 with a 12-months contract | #BEBAS | New registration, activation and reload a minimum of RM20 accumulatively during the campaign period |
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| #BEBAS | New registration, activation and reload a minimum of RM20 accumulatively during the campaign period | | | | | | | |
| 5. | What are the prizes to be won? | <ul style="list-style-type: none"> ▪ There are two (2) types of devices to be won daily: <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="background-color: #1a3d54; color: white; text-align: center;">Postpaid</td> <td style="text-align: center;">12 units of Samsung Galaxy Fold worth RM8,388 (1 daily winner)</td> </tr> <tr> <td style="background-color: #1a3d54; color: white; text-align: center;">#BEBAS</td> <td style="text-align: center;">60 units of Vivo Y11 worth RM499 (5 daily winners)</td> </tr> </tbody> </table> | Postpaid | 12 units of Samsung Galaxy Fold worth RM8,388 (1 daily winner) | #BEBAS | 60 units of Vivo Y11 worth RM499 (5 daily winners) | | |
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| <p>6.</p> | <p>Where can I sign up to the eligible plans?</p> | <ul style="list-style-type: none"> You may sign up to the eligible plans at various channels as below: <table border="1" data-bbox="678 325 1446 583"> <thead> <tr> <th data-bbox="678 325 1062 363">Postpaid</th> <th data-bbox="1062 325 1446 363">#BEBAS</th> </tr> </thead> <tbody> <tr> <td data-bbox="678 363 1062 583"> <ul style="list-style-type: none"> Online at https://unifi.com.my/personal/mobile/postpaid TMpoint outlets nationwide TM authorised resellers TM authorised dealers </td> <td data-bbox="1062 363 1446 583"> <ul style="list-style-type: none"> mobile@unifi app TM authorised dealers </td> </tr> </tbody> </table> | Postpaid | #BEBAS | <ul style="list-style-type: none"> Online at https://unifi.com.my/personal/mobile/postpaid TMpoint outlets nationwide TM authorised resellers TM authorised dealers | <ul style="list-style-type: none"> mobile@unifi app TM authorised dealers |
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| <p>7.</p> | <p>I am an existing customer, can I be in the running to win the prizes?</p> | <ul style="list-style-type: none"> Please note that this contest is exclusive for new registration only. However, you can purchase a new unifi Mobile #BEBAS prepaid SIM to be in the running to win the prizes. | | | | |
| <p>8.</p> | <p>I am very interested to register but I would like to keep my existing number. Can I port in from another mobile service provider?</p> | <ul style="list-style-type: none"> Yes, just be sure that your request for port in is completed during the campaign period. You can request for port in and register for unifi Mobile provided that you do not have any outstanding balance, blacklisted, or under a contract with your current mobile service provider. | | | | |
| <p>9.</p> | <p>I am a non-Malaysian tourist. Can I participate?</p> | <ul style="list-style-type: none"> Unfortunately, this contest is open to Malaysian citizens only (this includes foreign workers and international students). | | | | |
| <p>10.</p> | <p>How many times can I participate?</p> | <ul style="list-style-type: none"> There is no limit to the number of entries. Each new registration of unifi Mobile 99 at RM59 or unifi Mobile #BEBAS will entitle you to one (1) entry. This simply means that you will stand a higher chance of winning if you register for more plans! | | | | |
| <p>11.</p> | <p>I have registered via online before 31 December 2019 but only receive the SIM after the campaign ends, can I still activate (and reload RM20) to be in the running to win the prizes?</p> | <ul style="list-style-type: none"> Don't worry, for any order or purchase done before 31 December 2019, you may still activate your service by 15 January 2020 to be in the running to win the prizes. <p>*Note: This applies to MNP customers only</p> | | | | |
| <p>12.</p> | <p>How do you select the winners?</p> | <ul style="list-style-type: none"> Our system will extract all subscribers who have met the criteria and place their numbers in a randomiser. | | | | |

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| | | <ul style="list-style-type: none"> ▪ 30 potential winners for postpaid and 100 potential winners for #BEBAS will be selected to be in the running to win the prizes. ▪ The potential winners will receive a verification call from our unifi Mobile team and are required to answer a question correctly to be the winner. |
| 13. | What if I'm unable to answer the call from unifi Mobile, will I still be able to be selected as the winner? | <ul style="list-style-type: none"> ▪ We will try to contact you three (3) times and if we are still unable to reach you, we will proceed to contact other potential winners. |
| 14. | If the number I am using is not registered under my name, who will be the winner? | <ul style="list-style-type: none"> ▪ The winner of the contest needs to be the registered owner of the unifi Mobile number. |
| 15. | How many times can I win the prizes? | <ul style="list-style-type: none"> ▪ Each customer is entitled to win once only. |
| 16. | How do I know if I've won the contest? | <ul style="list-style-type: none"> ▪ You can check the list of winners at www.unifi.com.my |
| 17. | If I am one of the winners, can I change the prize? | <ul style="list-style-type: none"> ▪ Please be informed that the prizes are not exchangeable and unreturnable. |
| 18. | I'm one of the winners for the contest. Where do I collect the prize? | <ul style="list-style-type: none"> ▪ Congratulations! We will further inform you on the prize collection details during our calls to the winners. |
| 19. | If I have won a monthly prize, can a third party help me to collect my prize? | <ul style="list-style-type: none"> ▪ Please note that the registered owner is required to come and collect the prize personally which will be handed over during the prize giving ceremony. |
| 20. | Who should I contact if I need any assistance or enquiries? | <ul style="list-style-type: none"> ▪ Easy, you can contact us via these channels as below: <ul style="list-style-type: none"> ▪ Live Chat with TM via mobilecare@unifi or mobile@unifi apps ▪ Facebook at https://www.facebook.com/unifimobile/ ▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide. |