



**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi 10.10 Giveaway CAMPAIGN**

NO	QUESTION	ANSWER		
QUESTIONS ON unifi 10.10 GIVEAWAY CAMPAIGN				
1.	Can you tell us more about unifi 10.10 Giveaway Campaign?	<ul style="list-style-type: none"> ▪ The unifi 10.10 Giveaway campaign is an online campaign exclusive for unifi Mobile™ Postpaid subscribers. ▪ We are offering a special reward exclusively for new subscription to unifi Mobile™ 99 promo plan either via our online channels, namely unifi.com.my or myunifi app. 		
2.	Who is eligible to participate in this campaign?	<ul style="list-style-type: none"> ▪ The campaign is open to new subscriptions of unifi Mobile™ Postpaid plan via our online portal unifi.com.my or myunifi app. The eligible plan for 10.10 Giveaway campaign is: <table border="1" style="margin-left: 20px; margin-top: 10px;"> <tr> <td style="background-color: #cccccc; padding: 5px;">unifi Mobile™ Postpaid plan</td> <td style="padding: 5px;">unifi Mobile™ 99 promo @RM79</td> </tr> </table> 	unifi Mobile™ Postpaid plan	unifi Mobile™ 99 promo @RM79
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3.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ This campaign runs from 1st to 31st October 2020. 		
4.	This is interesting! Can you guide me on how to participate in this campaign?	<ul style="list-style-type: none"> ▪ Simply visit our unifi portal, unifi.com.my or download the myunifi app. Choose unifi Mobile™ plan 99 promo and proceed to “Buy Now”. ▪ Insert all the required information and submit. That’s it! Now you are all set to stand a chance to win. 		

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5.	What are the prizes to be won and what is the criteria for the winner's selection?	<ul style="list-style-type: none"> ▪ We are giving away vouchers with a total worth of more than RM10,000 from GSC, Starbucks, Tealive, Tesco and Zalora! <ul style="list-style-type: none"> ▪ Get unifi Mobile™ 99 via unifi.com.my or myunifi app, activate from 1 Oct - 10 Nov and stand to win a shopping voucher worth RM 20 ▪ Get unifi Mobile™ 99 via unifi.com.my or myunifi app on 10 Oct (12 am – 11.59 pm), activate before 10 Nov and stand to win vouchers worth RM 200 (<u>10X than other days during the campaign period</u>)
6.	How many winners will be chosen for this campaign?	<ul style="list-style-type: none"> ▪ 20 winners will be selected to win on 10 October, while a total of 450 winners will be selected in other days throughout the month of October. The winners will be selected among those who have successfully completed their order and activated within the campaign period. The vouchers will be given randomly, while stocks last.
7.	How will you select the winners?	<ul style="list-style-type: none"> ▪ The selection of winners will be done based on successful subscription via unifi.com.my or myunifi app during the campaign period (1 – 31 October 2020) and activated their plan before 10 November 2020. ▪ The selected winners will need to answer a simple question before redeeming the prize.
8.	How would I know if I am selected as the winner?	<ul style="list-style-type: none"> ▪ All the selected winners will be notified via email upon the conclusion of the campaign. ▪ The shortlisted winners will need to answer a simple question in the notification email by replying to the email with the correct answer within three (3) days. If we do not receive any response from you within the mentioned period, we will select other winner.
9.	Can I exchange for other voucher if I don't like the voucher that I won?	<ul style="list-style-type: none"> ▪ Kindly note that all prizes are not transferable, assignable and exchangeable.

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10.	Can I request to extend the validity date of the vouchers that I won?	<ul style="list-style-type: none"> ▪ Kindly be informed that all vouchers come with its own validity period, so we encourage winners to utilise the vouchers within the mentioned period.
11.	I am an existing unifi Mobile subscriber. If I registered for new account am I eligible to participate in this campaign?	<ul style="list-style-type: none"> ▪ If you are our existing unifi Mobile™ customer, you are eligible to participate in this campaign when you register for a new unifi Mobile™ 99 promo plan under your existing account.
12.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via our digital channels: <ul style="list-style-type: none"> ➤ Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi@unifi app ➤ Facebook at https://www.facebook.com/weareunifi/ ➤ Twitter at @helpmeunifi