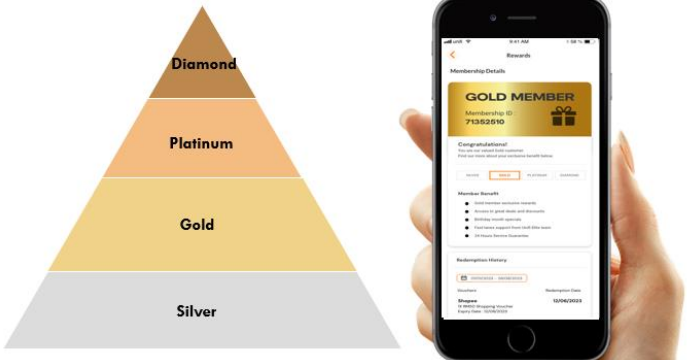
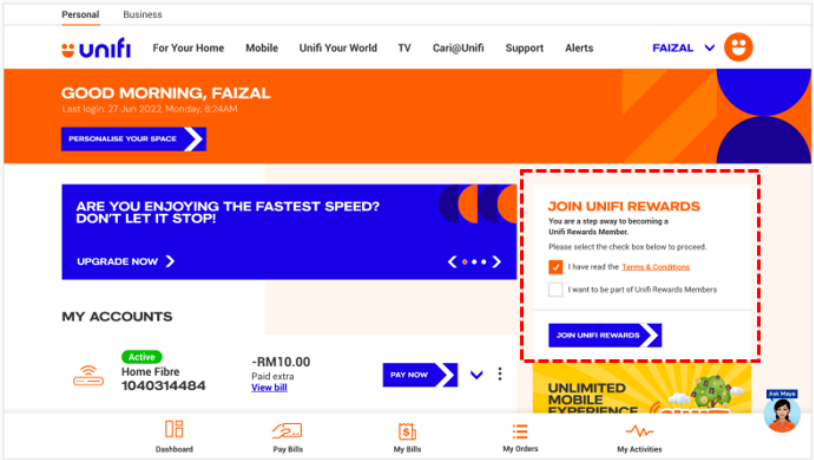


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI REWARDS LOYALTY PROGRAM**

NO.	QUESTION	ANSWER
ABOUT UNIFI REWARDS		
1.	What is Unifi Rewards?	<ul style="list-style-type: none"> ▪ Previously, Unifi Rewards is a point-based program where all Unifi Rewards members will earn one (1) point for every Ringgit spent when paying their Unifi Home and Unifi Mobile (<i>postpaid only</i>) bills on time. The accumulated points can then be redeemed with exciting gifts and privileges. ▪ We are upgrading our loyalty program to consistently provide improved experience for all our customers. ▪ Effective October 2023, Unifi Rewards has shifted from point-based program to tiering-based program.
2.	What are the changes to Unifi Rewards?	<ul style="list-style-type: none"> ▪ Starting October 2023, Unifi Rewards unveils its new program structure that will be based on tiers without points issuance. ▪ You no longer need to accumulate points that normally have expiry dates in order for you to enjoy your rewards, as the benefits and privileges will be given based on your tier eligibility.
3.	What is the new rewards program known as?	<ul style="list-style-type: none"> ▪ The new rewards program is also known as Unifi Rewards Tiering Loyalty Program. ▪ With this new rewards program, you will be rewarded based on your active product subscriptions, the number of years you have been a loyal customer and your monthly spending with Unifi.

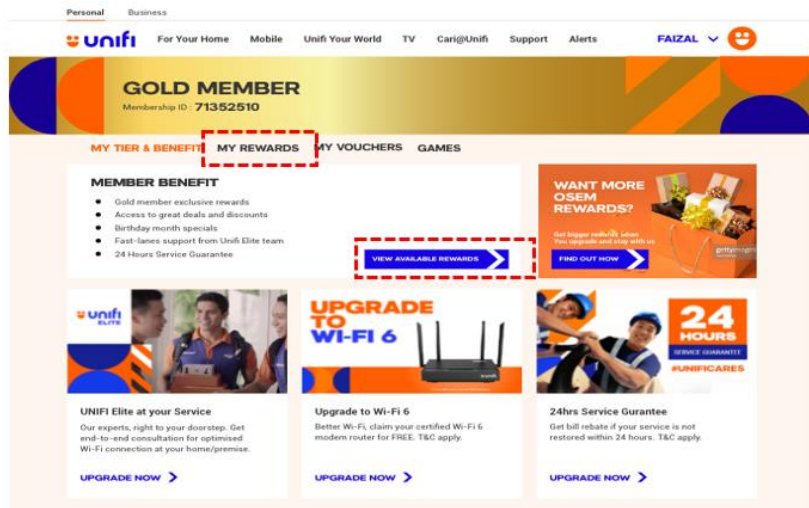
NO.	QUESTION	ANSWER
4.	<p>What are the tiers in Unifi Rewards Tiering Loyalty Program?</p>	<ul style="list-style-type: none"> There are four tiers introduced in the Unifi Rewards Tiering Loyalty Program which are Silver, Gold, Platinum and Diamond. 
5.	<p>How does the new Unifi Rewards Tiering Loyalty Program work?</p>	<ul style="list-style-type: none"> Unifi Rewards members will be classified into four (4) tiers known as Silver, Gold, Platinum and Diamond. You will be rewarded based on tiers, the higher the tiers the better benefits and privileges you will earn. Once you have reached a certain level of spending, you will unlock new perks and benefits. Incentives offered are in the form of discounts, coupons, gift cards and even free items.
6.	<p>How are my tiers determined?</p>	<ul style="list-style-type: none"> To identify which tier you are in, three (3) elements are used as determining factors: <ol style="list-style-type: none"> Active product subscriptions Number of years spent as a loyal Unifi customer Monthly spending with Unifi Scoring from the three (3) elements that will determine your tier are automatically generated. The more you spend the higher tier you will get.

NO.	QUESTION	ANSWER
7.	<p>I am an existing Unifi Rewards member. Do I need to re-register for this new Unifi Rewards program?</p>	<ul style="list-style-type: none"> Don't worry, for existing Unifi Rewards members, your membership will remain unchanged. You do not need to register again for this new program.
8.	<p>I have never registered for Unifi Rewards before. Can I register now to enjoy the new rewards?</p>	<ul style="list-style-type: none"> Of course! We always welcome all our Unifi customers to enrol in our loyalty program Unifi Rewards, so we could treat you with great benefits. Join us now by following these two (2) simple steps! <p>Step 1: Log in to https://selfcare.unifi.com.my or MyUnifi app (<i>If you are not an existing user, you can register first for free</i>)</p> <p>Step 2: On the right sidebar of Unifi Selfcare portal, check on the tick box or just hit on the Rewards tab at the top menu in MyUnifi app to share your consent to be a Unifi Rewards member.</p> <p><u>Unifi Selfcare Portal</u></p>  <p>The screenshot shows the Unifi Selfcare Portal interface. At the top, there are navigation tabs for 'Personal' and 'Business'. Below that is the Unifi logo and a navigation menu with items like 'For Your Home', 'Mobile', 'Unifi Your World', 'TV', 'Cari@Unifi', 'Support', 'Alerts', and a user profile for 'FAIZAL'. A personalized greeting 'GOOD MORNING, FAIZAL' is displayed, along with the last login time '27 Jun 2022, Monday 8:24AM'. A 'PERSONALISE YOUR SPACE' button is visible. A prominent blue banner asks 'ARE YOU ENJOYING THE FASTEST SPEED? DON'T LET IT STOP!' with an 'UPGRADE NOW' button. Below this is the 'MY ACCOUNTS' section, showing an 'Active Home Fibre' account with ID '1040314484' and a '-RM10.00' charge. A 'JOIN UNIFI REWARDS' pop-up form is overlaid on the right side, containing the text: 'You are a step away to becoming a Unifi Rewards Member. Please select the check box below to proceed.' It has two checkboxes: one checked for 'I have read the Terms & Conditions' and one unchecked for 'I want to be part of Unifi Rewards Members'. A 'JOIN UNIFI REWARDS' button is at the bottom of the form. At the bottom of the page, there is a navigation bar with icons for 'Dashboard', 'Pay Bills', 'My Bills', 'My Orders', and 'My Activities'.</p>

NO.	QUESTION	ANSWER
		<p><u>MyUnifi App</u></p> 
9.	<p>I want to view my rewards. How do I check my tier?</p>	<ul style="list-style-type: none"> Simply log in to Unifi Selfcare portal or MyUnifi app and you'll be able to view your tier and your available rewards. Follow these simple steps below. <p><u>Unifi Selfcare Portal</u></p> <p>Step 1: Log in to https://selfcare.unifi.com.my/ and on the right sidebar of Unifi Selfcare portal, you will see your Tier and membership information on display.</p> <p>Step 2: Simply click "VIEW MY REWARDS" button and you will be redirected to the Rewards portal.</p> 

NO.	QUESTION	ANSWER
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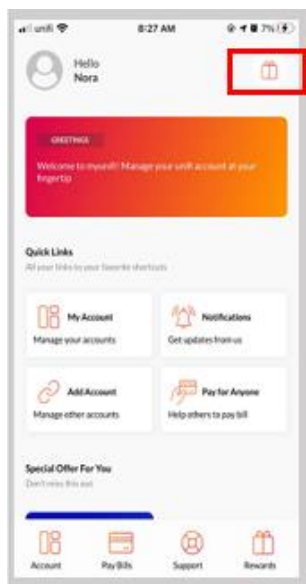
Step 3: In Rewards portal, you will be able to view your Tier and benefits.

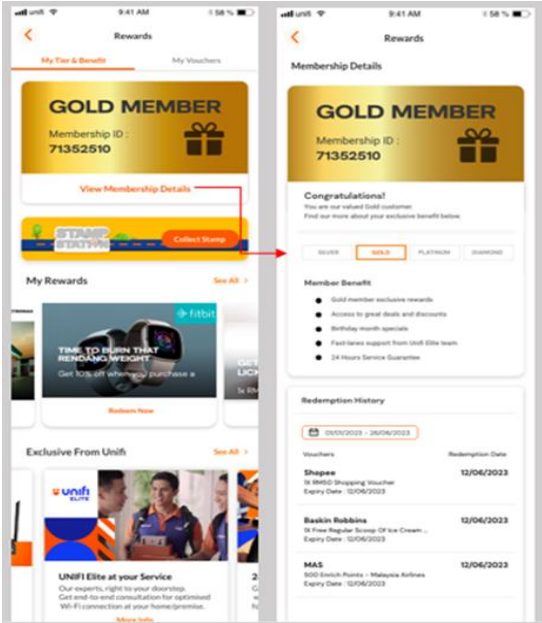


MyUnifi App

Step 1: Log in to MyUnifi app and at the top menu in MyUnifi app dashboard, you'll see Rewards icon.

Step 2: Just hit on the Rewards icon and you will be redirected to the Rewards dashboard.



NO.	QUESTION	ANSWER
		<p>Step 3: In Rewards dashboard, you will be able to view your Tier and benefits.</p> 

MEMBERSHIP TIERING UPDATE

Tier Upgrading Scenario

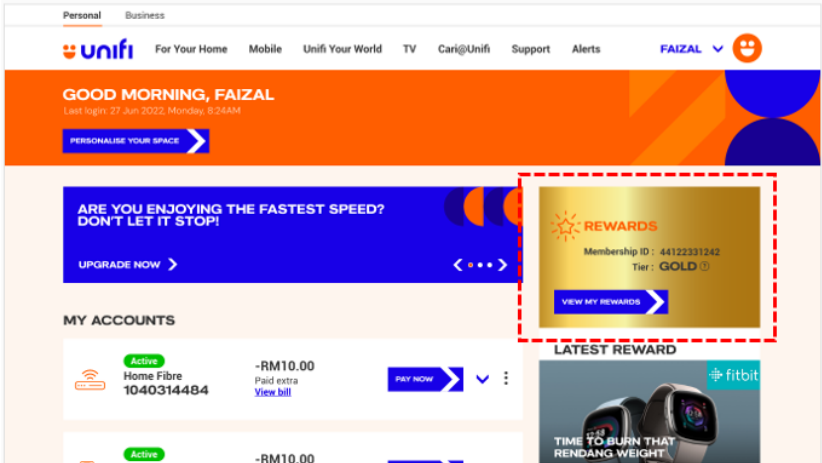
- Your tier will be moved up based on increment of active product subscriptions, number of years spent being a loyal Unifi customer, and monthly spending on Unifi products & services **every month**.
- The changes of new tier will only be reflected after 15th of the subsequent month.

1. **My current tier is Silver, how can I move to Gold?**

- If you upgrade, subscribe or add on any products in the current month (eg. February), you will be upgraded to Gold tier next month (eg. March).
- Refer to the table that illustrates tier movement below:

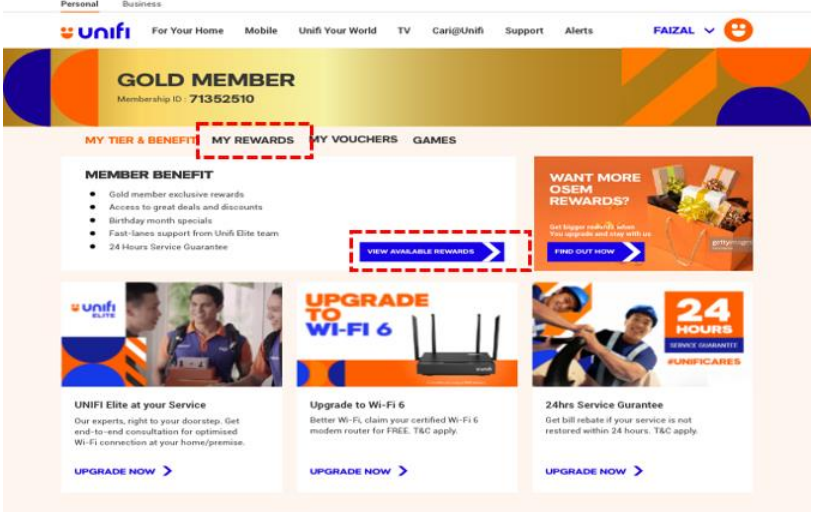
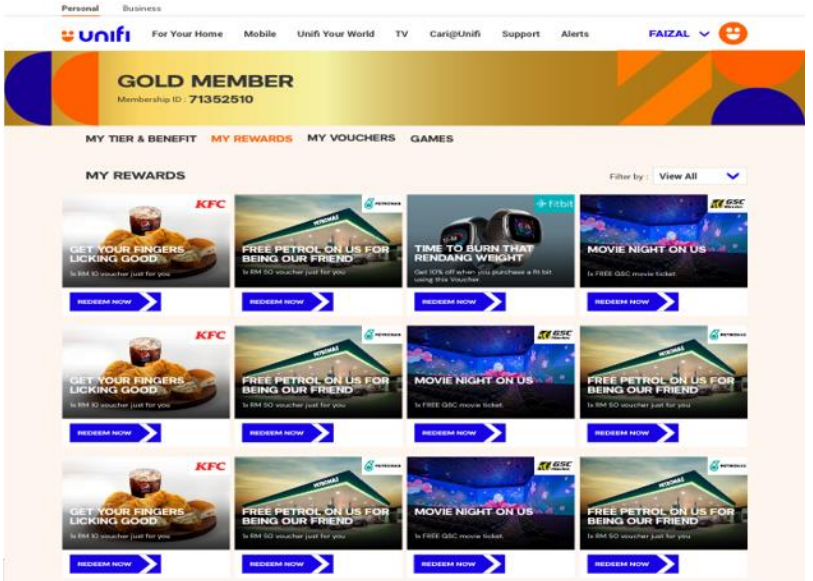
Jan	Feb	March
Silver	Silver ↑	Gold

NO.	QUESTION	ANSWER								
Tier Downgrading Scenario										
<ul style="list-style-type: none"> The tier will be downgraded based on decrement in scoring of active product subscriptions, number of years you have been loyal with Unifi, and monthly spending on Unifi products & services every two (2) months. The changes of new tier will only be reflected after 15th of the subsequent two (2) months. 										
1.	<p>My current tier is Gold, what will happen if I downgrade or terminate one of my Unifi accounts or services?</p>	<ul style="list-style-type: none"> If you downgrade or terminate one of your Unifi accounts or services in the current month (eg. May), the new tier will reflect in July. June's tier will still carry the same higher tier between April and May. Refer to the table that illustrates tier movement below: <table border="1" data-bbox="625 928 1226 1014"> <tr> <td>Apr</td> <td>May</td> <td>June</td> <td>July</td> </tr> <tr> <td>Gold</td> <td>Gold ↓</td> <td>Gold</td> <td>Silver</td> </tr> </table>	Apr	May	June	July	Gold	Gold ↓	Gold	Silver
Apr	May	June	July							
Gold	Gold ↓	Gold	Silver							
Special Tier Upgrade (Anniversary)										
<ul style="list-style-type: none"> Customers who are at Silver tier will be upgraded based on the loyalty years with Unifi. 										
1.	<p>I am currently at the Silver tier and I have been a loyal Unifi customer. What will happen if I do not subscribe to any new Unifi products or services? Is there any chance for me to move up along the tiers?</p>	<ul style="list-style-type: none"> If you are our loyal customer for many years (<i>i.e. more than 20 years</i>), you have a chance to be upgraded to the Gold tier. 								

NO.	QUESTION	ANSWER
REDEEMING REWARDS		
1.	When can I start redeeming my rewards?	<ul style="list-style-type: none"> Once you have logged in to your rewards dashboard, you will see the rewards being displayed in your catalogue (My Rewards). You can redeem while stocks last.
2.	How do I redeem my rewards?	<ul style="list-style-type: none"> You can redeem your rewards via MyUnifi app or Unifi Selfcare portal. Follow these steps below to redeem your rewards: <p><u>Unifi Selfcare Portal</u></p> <p>Step 1: Log in to https://selfcare.unifi.com.my/ and on the right sidebar of Unifi Selfcare portal, you will see your rewards membership information on display.</p>  <p>Step 2: Simply click “VIEW MY REWARDS” button and you will be redirected to the Rewards portal.</p> <p>Step 3: In Rewards portal, you will be able to view your Tier and benefits.</p> <p>Step 4: Click “VIEW AVAILABLE REWARDS” button or click “MY REWARDS” tab to view your available rewards.</p>

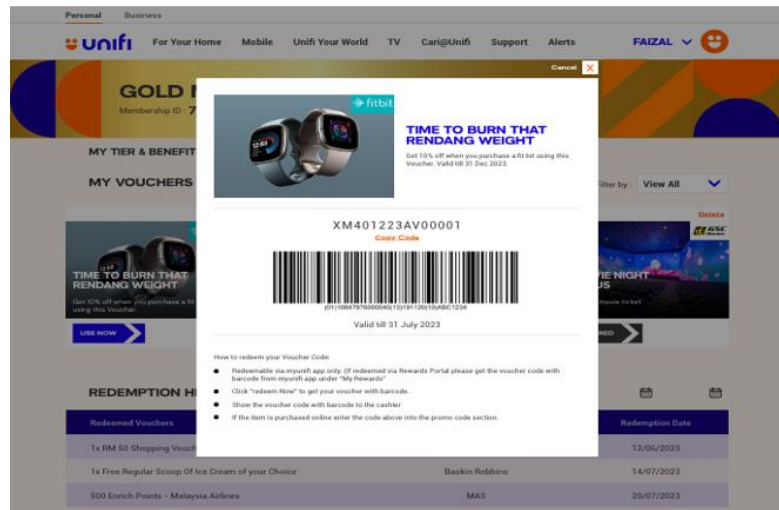
FAQ FOR UNIFI REWARDS



NO.	QUESTION	ANSWER
		 <p>Step 5: Browse available rewards, choose your desired rewards, and redeem them.</p> 

NO.	QUESTION	ANSWER
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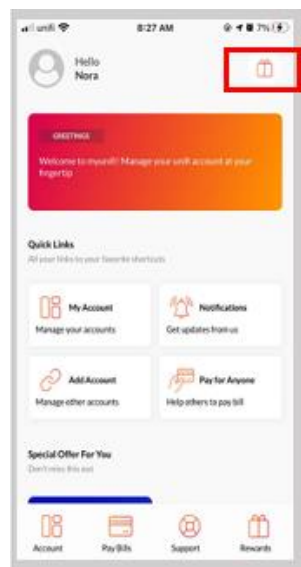
Step 6: Enjoy! Your rewards details and voucher codes will be displayed upon redemption.



MyUnifi App

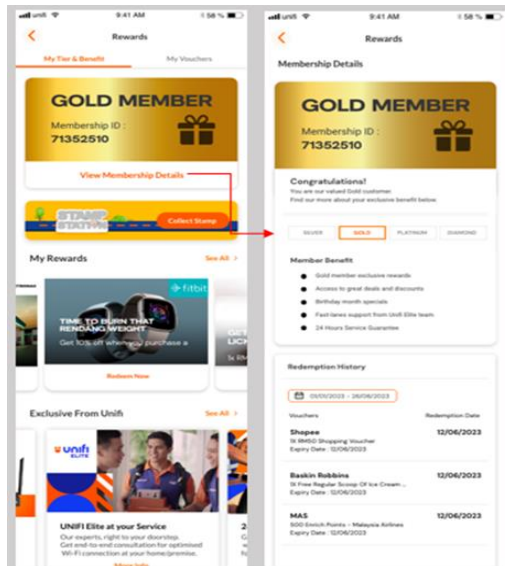
Step 1: Log in to MyUnifi app and at the top menu in MyUnifi app dashboard, you'll see Rewards icon.

Step 2: Just hit the Rewards icon and you will be redirected to the Rewards dashboard.

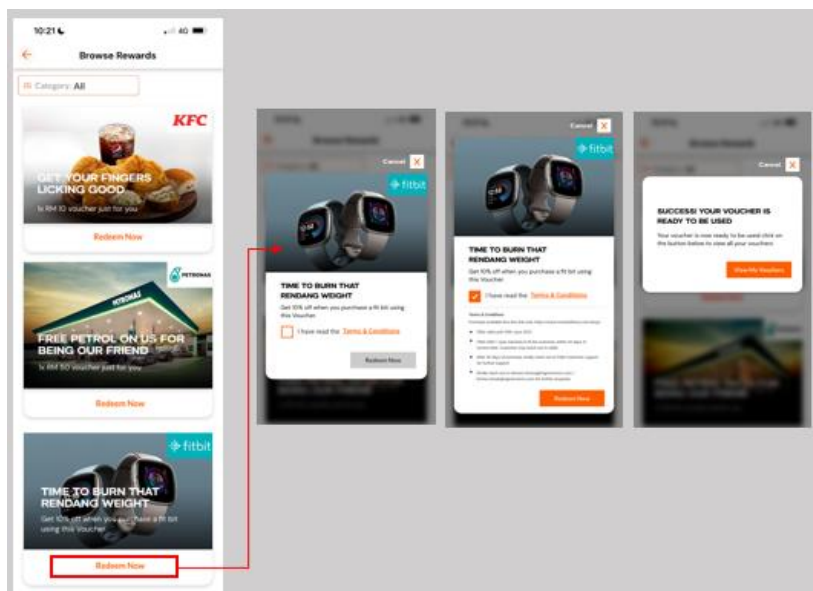


NO.	QUESTION	ANSWER
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Step 3: In Rewards dashboard, you will be able to view your Tier and benefits.



Step 4: Browse available rewards, choose your desired rewards and redeem them.



Step 5: Enjoy! Your rewards details and voucher codes will be displayed upon redemption.

NO.	QUESTION	ANSWER
3.	What are the redemption conditions for my rewards?	<ul style="list-style-type: none"> ▪ You may refer to the following conditions for rewards redemptions: <ul style="list-style-type: none"> i. Membership Status <ul style="list-style-type: none"> • Your Unifi accounts must be <u>active</u> to ensure your Unifi Rewards membership remain active as well. • Your Unifi Rewards membership will also be suspended if any of your Unifi accounts are suspended, customer is unable to redeem. ii. Type of Rewards <ul style="list-style-type: none"> a) Cash Vouchers <ul style="list-style-type: none"> • First come first serve basis • While stocks last b) Discounts & Deals <ul style="list-style-type: none"> ▪ Redeem as many as you can before the expiry dates ▪ While stocks last
4.	Can I transfer my rewards vouchers to a friend or family?	<ul style="list-style-type: none"> ▪ We're sorry, your rewards are non-transferable to other people.
5.	Can I make offline redemption at any of the TMpoint/Unifi Store outlets?	<ul style="list-style-type: none"> ▪ No, the rewards are only available via the Unifi Selfcare portal and MyUnifi app.
6.	My Unifi service account is suspended, can I still redeem my rewards?	<ul style="list-style-type: none"> ▪ Kindly note that the status of your Unifi Rewards membership account is linked to your Unifi service account. In the event that your Unifi account is suspended, <u>you will not be able to make any redemptions.</u> ▪ In order to redeem your rewards, kindly ensure to clear your outstanding bill.

NO.	QUESTION	ANSWER
REWARDS EXPIRY		
1.	Is there any expiry date to my rewards?	<ul style="list-style-type: none"> ▪ Yes, there is. Your rewards expiry date will be displayed in the voucher details. ▪ Expired rewards will be removed from your catalogue “My Rewards”, upon reaching the expiry date.
2.	I have missed to redeem my rewards and they have now expired. Can I request to reinstate the rewards?	<ul style="list-style-type: none"> ▪ We're sorry. <u>It's not possible to extend or reinstate the expiry date of the rewards.</u> Fret not, though. You can rest assured that you will still be able to view the latest rewards catalogue and redeem them!
MEMBERSHIP TERMINATION		
1.	I would like to terminate my Unifi Rewards membership, what should I do?	<ul style="list-style-type: none"> ▪ At the moment, <u>there is no option to terminate your Unifi Rewards membership.</u> Your membership will remain active and will be automatically terminated when you no longer have any active account with Unifi.
2.	I have multiple Unifi services but I have recently terminated one (1) of the services. Am I still considered a Unifi Rewards member?	<ul style="list-style-type: none"> ▪ Yes, you are still a Unifi Rewards member as you still have an active Unifi service subscription.
3.	I have terminated all my Unifi services. What will happen to my Unifi Rewards membership?	<ul style="list-style-type: none"> ▪ Your Unifi Rewards membership will be terminated when you no longer have any active service subscriptions with Unifi.

NO.	QUESTION	ANSWER
4.	What will happen to my rewards if my Unifi Rewards membership is terminated?	<ul style="list-style-type: none"> ▪ You won't be able to log in to Unifi Rewards and all your rewards will be automatically forfeited once your membership is terminated.
5.	I decided to resubscribe to Unifi service. Can I get my Unifi Rewards membership back?	<ul style="list-style-type: none"> ▪ Yes, for any new Unifi subscription after termination, your membership will be reactivated. ▪ You will get your same membership ID, but there will be changes to your Tier that will be determined based on your current active subscription, current year and monthly spending with Unifi.
6.	I am business customer (Small Medium Enterprise), can I access to New Unifi Rewards Program?	<ul style="list-style-type: none"> ▪ Effective October 2023, you will be directed to Unifi Business Club (UBC). ▪ No worry, with Unifi Business Club, you can access tailored business solutions, networking perks and extra privileges exclusively for you.
7.	My business has extended from Small to Medium Business Enterprise (MeB). What will happen to my Unifi Rewards membership?	<ul style="list-style-type: none"> ▪ If you have been upgraded to Medium Business Enterprise (MeB), you will have access to exclusive rewards tailored to business solutions, networking perks and extra privileges through Unifi Business Club (UBC). Your account and rewards will be managed by your Account Manager. ▪ Your previous Unifi Rewards membership is no longer applicable.
8.	Who should I contact if I need any assistance or have service enquiry?	<ul style="list-style-type: none"> ▪ Feel free to reach us via our digital channels below: <ul style="list-style-type: none"> ○ Live Chat with us at https://maya.unifi.com.my/ or via MyUnifi app. ▪ You can also visit any of the TMpoint/Unifi Store outlets nationwide for further assistance.