

## FREQUENTLY ASKED QUESTIONS

### Unifi Raya Online Exclusive: RM30 e-Voucher Giveaway

#### **1. What is the “Unifi Raya Online Exclusive: RM30 e-Voucher Giveaway” campaign?**

The Unifi Raya campaign is a limited-time offer rewarding the first 1,000 customers who subscribe or upgrade to **Unifi TV Family Pack, Ultimate Max Pack or Ultimate Plus Pack** with a **RM30 AEON e-Voucher**. This campaign runs from **1 March 2025 to 30 April 2025**.

#### **2. How do I qualify for the RM30 e-Voucher?**

To be eligible, you must:

- **Add on** Unifi TV Family Pack, Ultimate Max Pack or Ultimate Plus Pack to your existing Home Broadband account OR **Upgrade your Home Broadband speed** to a higher speed plan with the **Family Pack bundle**.
- Make **payment for your first bill** after add-on/upgrade is completed.
- Agree to a 24-month contract for all new Unifi TV Pack subscriptions.

#### **3. Where can I subscribe?**

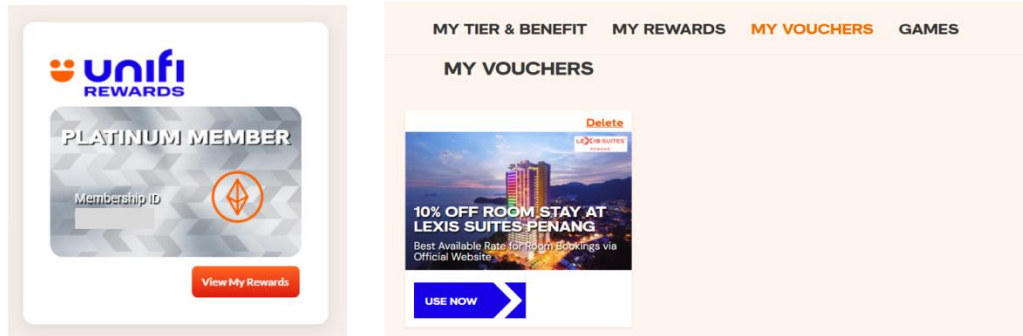
You can subscribe or upgrade exclusively via the following digital channels:

- **MyUnifi app**
- **Unifi UniVerse app**
- **Unifi Selfcare Portal** at <https://selfcare.unifi.com.my/login>
- **Website** at <https://unifi.com.my/all-in-one>

#### **4. How will I receive my RM30 e-Voucher?**

If you qualify, you will receive an **email** from [digital@unifi.com.my](mailto:digital@unifi.com.my) with instructions on how to redeem your **RM30 e-Voucher**. The e-Voucher will be available as a barcode in the email or via **MyUnifi app > Rewards**.

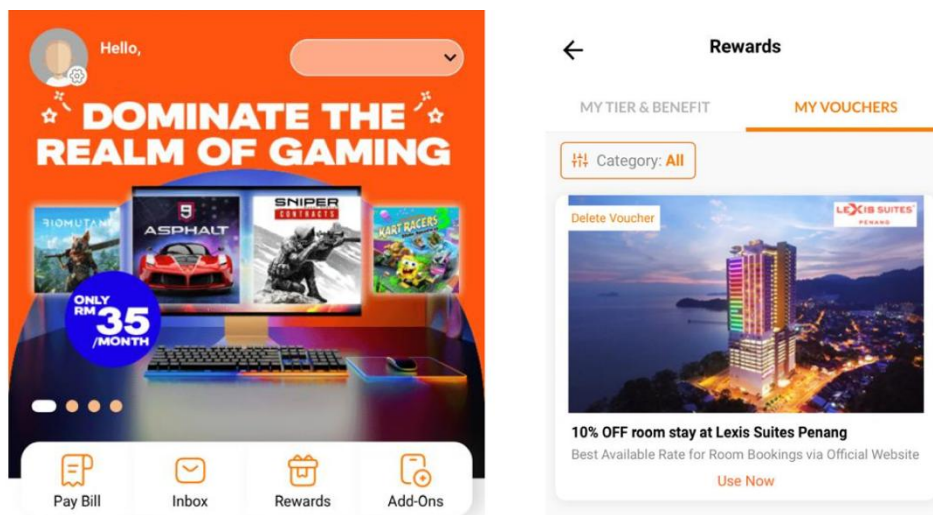
## Unifi Selfcare Portal



1. Click View My Rewards

2. Go to MY VOUCHERS to view the voucher

## MyUnifi App



1. Click Rewards

2. Go to MY VOUCHERS to view the voucher

### **5. How long does it take to receive the e-Voucher after I qualify?**

Once you qualify, the **RM30 e-Voucher** will be sent via email within **30 business days** after your payment is successfully processed. Please ensure your account email address is correct.

### **6. Is this offer available in-store or offline?**

This **online exclusive** campaign is available only through the MyUnifi app, Unifi Selfcare portal, Unifi UniVerse app and website at <https://unifi.com.my/all-in-one>.

**7. When does the campaign end?**

The campaign runs from **1 March 2025 to 30 April 2025**. This offer is limited to the first 1,000 new subscribers of Unifi TV Family Pack, Ultimate Max Pack or Ultimate Plus Pack or Home Broadband speed upgrade bundled with Unifi TV Family Pack. Subscribe now to secure your e-Voucher!

**8. Can I redeem the e-Voucher if I am already a subscriber?**

Unfortunately, no. This campaign is only open to customers who **upgrade their Home Broadband speed plan** to include Unifi TV Family Pack, or add on Family Pack, Ultimate Max Pack or Ultimate Plus Pack during the campaign period (1 March 2025 to 30 April 2025).

**9. What do I do if I did not receive an email to redeem my e-Voucher?**

*Please check your spam or junk mailbox.* If you qualified but did not receive the email within two (2) months after the campaign ends, please contact **Unifi Customer Support** for assistance at <https://maya.unifi.com.my/>.

**10. Are there any Terms and Conditions I should be aware of?**

- The offer is limited to the **first 1,000 new subscribers** of Unifi TV Family Pack, Ultimate Max, Ultimate Plus or Home Broadband speed upgrade plans bundled with Family Pack during the campaign period.
- All new Unifi TV Pack subscriptions are subject to a 24-month contract.
- Payment for the first bill is required after upgrading or adding a Unifi TV Pack.
- For full Unifi TV Pack Terms and Conditions, please refer [here](#).

**11. What happens if I cancel my subscription before paying the first bill?**

If you cancel your subscription before paying the first bill, you will no longer be eligible for the **RM30 e-Voucher**. To qualify for the reward, your first bill must be paid in full.

**12. How long does it take to receive the e-Voucher after I qualify?**

Once you qualify, the **RM30 e-Voucher** will be sent via email within **30 business days** after your payment is successfully processed. Please ensure your account email address is correct.

**13. Can I use the RM30 e-Voucher with other discounts or promotions?**

The RM30 e-Voucher can be used to redeem goods at any AEON physical general merchandise store in Malaysia, except for MaxValu/MaxValu Prime, Daiso, AEON Wellness and Komai-so. The e-Voucher cannot be used for online purchases or redemptions on any AEON online platforms or applications. For full details, please refer to AEON's Terms of Use upon redemption.

**14. What should I do if I encounter issues redeeming my e-Voucher?**

If you are having trouble redeeming your e-Voucher, please ensure that:

- You have paid your first bill in full after adding or upgrading to Unifi TV Family Pack, Ultimate Max Pack or Ultimate Plus Pack or Home Broadband speed plan.
- You have logged into the **MyUnifi app** and redeemed via **Unifi Rewards**.
- You have followed the e-Voucher redemption instructions sent via email.
- If the issue persists, contact us via Live Chat for assistance at <https://maya.unifi.com.my/>.

**15. What if I am not one of the first 1,000 users?**

The **RM30 e-Voucher** is limited to the first **1,000 qualifying customers** only. If the 1,000-user quota has been reached, you will no longer be eligible for this reward.

**16. Can I upgrade to a Family Pack during the campaign period and still receive the e-Voucher?**

Yes! If you add on or upgrade your existing plan to include Unifi TV Family Pack, Ultimate Max Pack or Ultimate Plus Pack during the campaign period and pay your first bill thereafter, you will be eligible for the RM30 e-Voucher, provided you are among the first 1,000 qualifying customers.

***17. Is this campaign available nationwide?***

Yes! The Unifi Raya Online Exclusive: RM30 e-Voucher Giveaway is available nationwide. Simply meet the eligibility criteria and subscribe or upgrade via the designated Unifi digital channels. However, if you are upgrading your Home Broadband plan to a higher speed, service availability will depend on your location, so be sure to check if your area is covered.

***18. How long is my Aeon e-Voucher valid?***

Your Unifi e-Voucher is valid for one (1) year as per the date stated in the e-Voucher. Please ensure you redeem it before the expiry date, as expired vouchers cannot be extended.

***19. Can I transfer my Aeon e-Voucher to someone else?***

No, the Aeon e-Voucher is non-transferable and can only be used by the recipient linked to the Unifi Rewards account.

***20. Can I exchange my Aeon e-Voucher for cash?***

No, the Aeon e-Voucher cannot be exchanged for cash or any other form of compensation. It must be redeemed as per the specified terms and conditions.