

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**INSENTIF REBAT RAHMAH SEMPENA HARI KEBANGSAAN & HARI MALAYSIA (HKHM) 2026**

| QUESTION                          |                                                                        | ANSWER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
|-----------------------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|-----------------------------------|----------------------------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GETTING TO KNOW                   |                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
| 1.                                | What is the Insentif Rebat RAHMAH all about?                           | <ul style="list-style-type: none"><li>In conjunction with the National Day and Malaysia Day 2026 celebrations, Unifi Mobile, in collaboration with the Malaysian Communications and Multimedia Commission (MCMC) and the Ministry of Communications (KKOM), is offering a complimentary 8GB data pass under the Insentif Rebat RAHMAH Hari Kebangsaan Hari Malaysia (HKHM) 2026 initiative.</li><li>The offer is available to Malaysian citizens and permanent residents with active Unifi Mobile Prepaid or Postpaid lines.</li></ul>                                                                                                                                                                                                                                                 |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
| 2.                                | How long can I enjoy the free 8GB data from Insentif Rebat RAHMAH?     | <ul style="list-style-type: none"><li>Upon redemption the complimentary 8GB data, it will be valid for 24 hours</li><li>Any unutilised data will be forfeited upon expiry of the pass</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
| 3.                                | How will I be eligible for the Insentif Rebat RAHMAH?                  | <p><b>You are eligible if:</b></p> <ul style="list-style-type: none"><li>You are a Malaysian citizen or Malaysian Permanent Resident (MyPR holder)</li><li>You are an active Unifi Mobile Prepaid or Postpaid subscriber</li><li>Your line is active on 31<sup>st</sup> August and 16<sup>th</sup> September 2026</li></ul> <p>You will <b>NOT</b> be eligible if:</p> <ul style="list-style-type: none"><li>You're a Non-Malaysian subscriber</li><li>Your line is barred, suspended, terminated, inactive, or in the passive/grace period</li><li>Eligible Prepaid and Postpaid plans:</li></ul> <table><tr><th>Prepaid Plans</th><th>Postpaid Plans</th></tr><tr><td>UNI5G WOW, BEBAS 10, Mobile Unifi</td><td>All Unifi Mobile 4G plans and UNI5G Postpaid plans</td></tr></table> | Prepaid Plans | Postpaid Plans | UNI5G WOW, BEBAS 10, Mobile Unifi | All Unifi Mobile 4G plans and UNI5G Postpaid plans |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
| Prepaid Plans                     | Postpaid Plans                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
| UNI5G WOW, BEBAS 10, Mobile Unifi | All Unifi Mobile 4G plans and UNI5G Postpaid plans                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
| 4.                                | How would I know if I am eligible for the Complimentary 8GB data pass? | <p>Eligible subscribers will receive an SMS on the following schedule:</p> <table><tr><th>Prepaid</th><th>Postpaid</th><th>SMS Notification</th></tr><tr><td>27.08.2026</td><td>28.08.2026</td><td>RM0 Unifi: Enjoy a Complimentary 8GB data pass (valid 24hrs) for Insentif Rahmah 2026. Redeem on MyUnifi App on 31 Aug from 00:00AM to 11:59PM. T&amp;C apply.</td></tr><tr><td>13.09.2026</td><td>14.09.2026</td><td>RM0 Unifi: Enjoy a Complimentary 8GB data pass (valid 24hrs) for Insentif Rahmah 2026. Redeem on MyUnifi App on 16 Sep from 00:00AM to 11:59PM. T&amp;C apply.</td></tr></table>                                                                                                                                                                              | Prepaid       | Postpaid       | SMS Notification                  | 27.08.2026                                         | 28.08.2026 | RM0 Unifi: Enjoy a Complimentary 8GB data pass (valid 24hrs) for Insentif Rahmah 2026. Redeem on MyUnifi App on 31 Aug from 00:00AM to 11:59PM. T&C apply. | 13.09.2026 | 14.09.2026 | RM0 Unifi: Enjoy a Complimentary 8GB data pass (valid 24hrs) for Insentif Rahmah 2026. Redeem on MyUnifi App on 16 Sep from 00:00AM to 11:59PM. T&C apply. |
| Prepaid                           | Postpaid                                                               | SMS Notification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
| 27.08.2026                        | 28.08.2026                                                             | RM0 Unifi: Enjoy a Complimentary 8GB data pass (valid 24hrs) for Insentif Rahmah 2026. Redeem on MyUnifi App on 31 Aug from 00:00AM to 11:59PM. T&C apply.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |
| 13.09.2026                        | 14.09.2026                                                             | RM0 Unifi: Enjoy a Complimentary 8GB data pass (valid 24hrs) for Insentif Rahmah 2026. Redeem on MyUnifi App on 16 Sep from 00:00AM to 11:59PM. T&C apply.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |               |                |                                   |                                                    |            |                                                                                                                                                            |            |            |                                                                                                                                                            |

|                |                                                         | Please ensure your line remains active on the dates stated above to receive the SMS notification.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |              |               |                |                             |                                   |
|----------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------|---------------|----------------|-----------------------------|-----------------------------------|
| 5.             | <b>How do I redeem the Complimentary 8GB data pass?</b> | <p>You may redeem the Complimentary 8GB Data Pass on 31 August and 16 September 2026 by following these steps:</p> <p><b>Prepaid</b></p> <ol style="list-style-type: none"> <li>1. Log in to the MyUnifi app.</li> <li>2. Go to your Prepaid account and select "Buy Passes."</li> <li>3. Under the "Data" tab, select "Complimentary 8GB Data Pass."</li> <li>4. Select "Buy" and proceed to checkout.</li> <li>5. The price will automatically be set to RM0, so no credit will be deducted from your Prepaid account.</li> <li>6. Enjoy your complimentary 8GB data pass!</li> </ol> <p><b>Postpaid</b></p> <ol style="list-style-type: none"> <li>1. Log in to the MyUnifi app.</li> <li>2. Go to your Postpaid account and select "Buy Passes."</li> <li>3. Under the "Data" tab, select "Postpaid Complimentary 4G/5G Data."</li> <li>4. Select "Buy" and proceed to checkout.</li> <li>5. The price will automatically be set to RM0, so no payment will be charged to your Postpaid account.</li> <li>6. Enjoy your complimentary 8GB data pass!</li> </ol> |  |              |               |                |                             |                                   |
| 6.             | <b>Tell me more about the Insentif Rebat RAHMAH.</b>    | <p>Here's what you need to know:</p> <ul style="list-style-type: none"> <li>• Kindly redeem the complimentary 8GB data passes by 11:59 PM on 31 August 2026 (National Day) and 16 September 2026 (Malaysia Day). Redemptions made after the respective deadlines will not be accepted.</li> </ul> <table border="1"> <thead> <tr> <th></th><th>Prepaid Plan</th><th>Postpaid Plan</th></tr> </thead> <tbody> <tr> <th>Data Pass Name</th><td>Complimentary 8GB Data Pass</td><td>Postpaid Complimentary 4G/5G Data</td></tr> </tbody> </table> <p><i>The 4G/5G data allocation for the complimentary 8GB data passes is determined at Unifi's sole discretion.</i></p> <ul style="list-style-type: none"> <li>• You will receive an SMS notification once the free data has been successfully assigned to your account.</li> <li>• The 8GB data will be automatically activated in your Prepaid or Postpaid line and will be ready to use immediately.</li> </ul>                                                                                                   |  | Prepaid Plan | Postpaid Plan | Data Pass Name | Complimentary 8GB Data Pass | Postpaid Complimentary 4G/5G Data |
|                | Prepaid Plan                                            | Postpaid Plan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |              |               |                |                             |                                   |
| Data Pass Name | Complimentary 8GB Data Pass                             | Postpaid Complimentary 4G/5G Data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |              |               |                |                             |                                   |
| <b>SUPPORT</b> |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |              |               |                |                             |                                   |
| 7.             | <b>How do I check my data usage?</b>                    | <ul style="list-style-type: none"> <li>• You can easily check and monitor your data usage anytime through: <ul style="list-style-type: none"> <li>➢ MyUnifi App – Just tap on the "My Usage" tab</li> <li>➢ Unifi Selfcare Portal</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |              |               |                |                             |                                   |

|    |                                                                                                           |                                                                                                                                                                                           |
|----|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8. | <b>What happens if I do not redeem the Complimentary 8GB data pass on 31 August or 16 September 2026?</b> | <ul style="list-style-type: none"> <li>If you do not redeem the complimentary 8GB data pass on either date, the unredeemed pass will be forfeited and cannot be claimed later.</li> </ul> |
| 9. | <b>Who do I contact for further inquiries on the campaign?</b>                                            | <ul style="list-style-type: none"> <li>If you need any help or have questions, feel free to reach out to our Care Crew.</li> </ul>                                                        |

-END-