

**FREQUENTLY ASKED QUESTIONS
(FAQ)
UNIFI'S ONLINE EXCLUSIVE RAYA CAMPAIGN MARCH TO APRIL 2025**

NO.	QUESTION	ANSWER
1.	Can you tell me more about this campaign?	<ul style="list-style-type: none"> • Unifi is giving away vouchers worth up to RM40 to eligible customers who subscribe to selected UNI5G Postpaid plans or purchase selected smartphones during this exclusive campaign period from 13 March until 30 April 2025. • This campaign rewards both new and existing customers who sign up for these plans or purchase devices via the Unifi Mobile app or Unifi Mobile eStore. <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <i>Not applicable for transactions via Unifi Store/TMpoint outlets, TM Contact Centre (100) or resellers.</i> • <i>Not applicable for plan changes or speed upgrades.</i> • <i>Not applicable for Samsung Z Series devices.</i>
2.	How long is the campaign period?	<ul style="list-style-type: none"> • This campaign runs for a limited time only from 13 March until 30 April 2025.
3.	Can you tell me who is eligible to participate in this campaign?	<p>This campaign is open to:</p> <ul style="list-style-type: none"> • New or existing Unifi Home/Mobile customers subscribing to UNI5G Postpaid 39 or 69 plans. • New or existing Unifi Home/Mobile customers purchasing selected smartphones. <p>Eligible plans and products include:</p> <ul style="list-style-type: none"> • UNI5G Postpaid 39 and 69 plans. • Various smartphones (<i>excluding Samsung Z Series</i>).
4.	This is interesting. How do I join?	<ul style="list-style-type: none"> • All you need to do is follow these simple steps to participate: <ol style="list-style-type: none"> i. Log in to the MyUnifi app or Unifi Selfcare portal at https://selfcare.unifi.com.my <li style="text-align: center;">OR Log in and to the Unifi Mobile app or Unifi Mobile eStore at https://unifi.com.my/mobile/postpaid and https://unifi.com.my/mobile/device ii. Subscribe to or purchase any one (1) of the eligible add-ons/products listed in Question 3.

- iii. Upon successful subscription, installation or activation, you will be automatically enrolled and eligible to redeem the giveaway.

5. What are the campaign mechanics?

- The first 1,000 new or existing customers who subscribe to any eligible UNI5G Postpaid plan during the campaign period will receive up to RM40 Setel/Shopee vouchers.
- The first 600 customers who purchase any of the eligible smartphones will receive Touch 'n Go (TNG) vouchers worth up to RM40 or a RM100 Shopee voucher.
- The following mechanics apply to customers participating in this campaign:

Add-on/SIM Activation (Eligible Products)	Giveaway	New Customers	Existing Customers
UNI5G Postpaid 39	First 400 SIM activations each month	RM20 Setel Voucher	
UNI5G Postpaid 69	First 100 SIM activations each month	RM40 Shopee Voucher	
Smartphones (excluding Samsung Flagship – S25 and Z Series)	First 250 activations each month	RM40 TNG Voucher	
Samsung S25 Series	First 50 activations each month	RM100 Shopee Voucher	

**Note: Existing customers who request a change or upgrade to their current Unifi subscription are not eligible to participate in this campaign.*

<p>6.</p>	<p>What are the giveaways, and when will I receive mine?</p>	<ul style="list-style-type: none"> You will receive your voucher within 90 days after successful subscription, installation or activation of your selected add-on plan. Your Unifi account must remain active and without outstanding payments to receive the voucher. <p>How to Redeem Your Giveaway:</p> <ol style="list-style-type: none"> Check your email for a notification from Unifi, which will include a link to an online redemption form. Fill in the online form, including your phone number registered with Unifi Mobile for verification. Answer a simple True or False question, such as: <i>“Unifi’s official colours are orange and blue. True or False?” (Incomplete or incorrect answers may disqualify you from receiving the giveaway.)</i> Submit the form. Once verified, you will receive your voucher code via email. <p><i>Important Notes:</i></p> <ul style="list-style-type: none"> <i>Your Unifi Home and Unifi Mobile (UNI5G Postpaid 39/69 plans) accounts must remain active and free of outstanding payments throughout the campaign period to be eligible for the giveaway.</i> <i>Check your email regularly, including the spam/junk folder and add digital@unifi.com.my to your safe list to ensure you receive the email.</i> <i>Unifi will not be responsible if the voucher expires before use.</i>
<p>7.</p>	<p>I’ve won before and claimed the giveaway. Can I receive another one?</p>	<ul style="list-style-type: none"> We appreciate your participation! However, each NRIC or email address is only entitled to one (1) giveaway throughout the campaign.
<p>8.</p>	<p>Can I transfer my giveaway to a family member or friend if my Unifi order submission is unsuccessful?</p>	<ul style="list-style-type: none"> Unfortunately, giveaways are only valid for the original recipient and cannot be transferred or exchanged.

<p>9.</p>	<p>Can I exchange the giveaway for cash?</p>	<ul style="list-style-type: none"> • Please note that all giveaways are non-exchangeable and cannot be converted into cash or credit.
<p>10.</p>	<p>Who should I contact if I have a problem with the giveaway?</p>	<ul style="list-style-type: none"> • If you experience any issues, please contact the provider/issuer as stated in the email notification sent to you.
<p>11.</p>	<p>I am an existing Unifi Home/UNI5G Postpaid add-on subscriber. Can I participate in this campaign?</p>	<ul style="list-style-type: none"> • Yes! You can subscribe to a new or additional eligible add-on during the campaign period for another chance to receive the giveaway.
<p>12.</p>	<p>Am I eligible if the Unifi account is not registered under my name?</p>	<ul style="list-style-type: none"> • Giveaways are non-transferable and can only be claimed by the registered account holder.
<p>13.</p>	<p>Will I be tied to a contract for my add-on subscription?</p>	<ul style="list-style-type: none"> • Yes. A new contract will apply for any add-on subscription you choose.
<p>14.</p>	<p>Can I claim a giveaway if I subscribed to the add-on plan before the campaign period?</p>	<ul style="list-style-type: none"> • We're sorry, but this giveaway is only applicable to subscriptions made during the campaign period.
<p>15.</p>	<p>Who should I contact if I need assistance or have a service enquiry?</p>	<p>You can reach us through the following channels:</p> <ul style="list-style-type: none"> ➤ Email: digital@unifi.com.my ➤ Live Chat: https://maya.unifi.com.my/ or via the MyUnifi app ➤ Facebook: https://www.facebook.com/weareunifi ➤ X (formerly Twitter): https://x.com/unifi