

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
Roam and Rewards Campaign**

QUESTION	ANSWER																	
GENERAL INFO AND CAMPAIGN OFFERING																		
<p>1. What is this campaign about?</p>	<ul style="list-style-type: none"> ▪ This campaign is open to all Unifi Mobile Postpaid and Prepaid customers who have bought any of pass below: <ul style="list-style-type: none"> ○ UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day ○ UNI5G Roam ASEAN Unlimited Data 1-Day ○ UNI5G Roam Middle East Unlimited Data 1-Day ○ UNI5G Roam Global Unlimited Data 1-Day ▪ To be eligible for the campaign reward, here is what you need to do: <ul style="list-style-type: none"> ○ Purchase minimum two (2)x of the same pass as listed above during campaign period ○ Fully adhere to the Campaign terms and conditions. 																	
<p>2. When is the campaign period?</p>	<ul style="list-style-type: none"> ▪ The campaign begins on 12th December 2024 until 31st January 2025. 																	
<p>3. Can you tell me more about the campaign?</p>	<ul style="list-style-type: none"> ▪ To be eligible for the Campaign, you need to: <p style="margin-left: 20px;">Step 1</p> <ul style="list-style-type: none"> ▪ Purchase minimum two (2) of the same pass listed below during Campaign Period: <table border="1" style="margin-left: 40px; width: 100%;"> <thead> <tr> <th>Pass</th> <th>Qualifier</th> <th>Pass Amount</th> <th>Freebies</th> </tr> </thead> <tbody> <tr> <td>UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day Pass</td> <td rowspan="4" style="text-align: center;">Minimum 2 times same pass purchase</td> <td style="text-align: center;">RM9</td> <td style="text-align: center;">RM5 Shopee Voucher</td> </tr> <tr> <td>UNI5G Roam ASEAN Unlimited Data 1-Day Pass</td> <td style="text-align: center;">RM19</td> <td style="text-align: center;">RM10 Shopee Voucher</td> </tr> <tr> <td>UNI5G Roam Middle East Unlimited Data 1-Day Pass</td> <td style="text-align: center;">RM35</td> <td style="text-align: center;">RM15 Shopee Voucher</td> </tr> <tr> <td>UNI5G Roam Global Unlimited Data 1-Day Pass</td> <td style="text-align: center;">RM39</td> <td></td> </tr> </tbody> </table> <p style="margin-left: 20px;">Step 2</p> <ul style="list-style-type: none"> ▪ You will be automatically enrolled to get a Shopee e-voucher while stock last. 	Pass	Qualifier	Pass Amount	Freebies	UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day Pass	Minimum 2 times same pass purchase	RM9	RM5 Shopee Voucher	UNI5G Roam ASEAN Unlimited Data 1-Day Pass	RM19	RM10 Shopee Voucher	UNI5G Roam Middle East Unlimited Data 1-Day Pass	RM35	RM15 Shopee Voucher	UNI5G Roam Global Unlimited Data 1-Day Pass	RM39	
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PASS PURCHASE																		
<p>4. If I buy the combination 1 day pass and 7-day pass, am I eligible to get the Shopee e-voucher?</p>	<ul style="list-style-type: none"> ▪ Unfortunately, you will not be eligible for the campaign, as it strictly adheres to a minimum of 2 times purchase of the same 1-day pass and this is also subject to Shopee e-voucher availability. ▪ Therefore, you will need to purchase the same 1-Day pass offering to be eligible for the offering. 																	

5.	Am I be eligible for the Shopee e-voucher even if did not receive any SMS, App push or Inbox notifications?	<ul style="list-style-type: none"> ▪ Yes, you are, as long as you purchase minimum 2 same pass during campaign period and subject to Shopee e-voucher availability.
6.	Am I eligible for the Shopee e-voucher if I purchase any combination of listed passes?	<ul style="list-style-type: none"> ▪ Unfortunately, you will not be eligible for the campaign since you need to continue purchase minimum two (2) of the same pass.
7.	Am I still eligible if I purchase other roaming passes?	<ul style="list-style-type: none"> ▪ Unfortunately no. This campaign is only for customers who have purchased selected 1-Day pass offering below: <ul style="list-style-type: none"> ○ UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day ○ UNI5G Roam ASEAN Unlimited Data 1-Day ○ UNI5G Roam Middle East Unlimited Data 1-Day ○ UNI5G Roam Global Unlimited Data 1-Day
8.	Can I participate in the campaign if I am Bebas10 Prepaid customer?	<ul style="list-style-type: none"> ▪ Absolutely! This campaign open to all Unifi Mobile Postpaid and Prepaid customers.

E-VOUCHER

9.	What e-voucher will I receive?	<ul style="list-style-type: none"> ▪ You will receive Shopee e-voucher PINs, subject to availability. ▪ Customers are entitled to e-vouchers based on the following offering: <table border="1" data-bbox="485 1534 1501 1928" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: center;">Pass</th> <th style="text-align: center;">Qualifier</th> <th style="text-align: center;">Shopee e-voucher value</th> </tr> </thead> <tbody> <tr> <td>UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day</td> <td rowspan="4" style="text-align: center; vertical-align: middle;">Minimum two (2) of the same pass</td> <td style="text-align: center;">RM5</td> </tr> <tr> <td>UNI5G Roam ASEAN Unlimited Data 1-Day</td> <td style="text-align: center;">RM10</td> </tr> <tr> <td>UNI5G Roam Middle East Unlimited Data 1-Day</td> <td style="text-align: center;">RM15</td> </tr> <tr> <td>UNI5G Roam Global Unlimited Data 1-Day</td> <td></td> </tr> </tbody> </table> 	Pass	Qualifier	Shopee e-voucher value	UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day	Minimum two (2) of the same pass	RM5	UNI5G Roam ASEAN Unlimited Data 1-Day	RM10	UNI5G Roam Middle East Unlimited Data 1-Day	RM15	UNI5G Roam Global Unlimited Data 1-Day	
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10.	How do I get the e-voucher after successfully purchasing the roaming pass?	<ul style="list-style-type: none"> ▪ If you meet the eligibility criteria, we will send you the voucher in the form of Shopee e-voucher PINs after campaign period via SMS.
11.	Will I get 2 (two) vouchers if I buy 4 (four) UNI5G Roam Global Unlimited Data 1-Day within same month?	<ul style="list-style-type: none"> ▪ Each Customer will only be entitled to win one (1) Shopee e-voucher monthly throughout the Campaign Period for the same e-voucher denomination.
12.	How do I get all the 3 e-vouchers valued at RM5, RM10 and RM15?	<ul style="list-style-type: none"> ▪ Simply continue to purchase minimum 2 passes for each voucher value since the voucher based on different pass offering.
13.	When will I receive my e-voucher?	<ul style="list-style-type: none"> ▪ If you meet the eligibility criteria, we will send you the e-voucher pin after 31st January 2025.

SUPPORT

14.	What should I do if I am unable to use the voucher?	<ul style="list-style-type: none"> ▪ The voucher has its own Terms and Conditions set by Shopee as below : <ul style="list-style-type: none"> ○ The voucher is valid for new & existing users. ○ The voucher is valid for one time use only, regardless of the number of accounts owned by the user. ○ The voucher can only be used in one transaction. Any unused balance will not be refunded. ○ The voucher is no longer valid upon expiring. Strictly no extensions allowed. ○ The voucher is applicable to Mall & Preferred Sellers only. ○ The voucher is not refundable, non-transferable, not redeemable for cash and cannot be combined in exchange for vouchers with higher value. ○ The voucher is not stackable with other promotions except Shop Voucher. ○ The voucher is not applicable on: <ul style="list-style-type: none"> ▪ Infant Milk (0-6 months) ▪ Follow-on Milk (6-12 Months) ▪ Jewellery ▪ Tickets & Vouchers ▪ Mobile Reloads & Sim Cards Top-ups ▪ Gaming Top-ups ▪ S-Mart Milo ▪ One or Not by Shopee Store products
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		<ul style="list-style-type: none">▪ MMA Foundation Store products▪ PETRONAS & Setel Fuel Cards▪ Gift Cards & E-Voucher○ Promo code must be entered at the checkout page of Shopee Mobile App only.○ Shopee reserves the right to amend/cancel the promotion at any time.○ Kindly refer to the 'Shopee Voucher Terms' page for more information on the terms and conditions of the Shopee Voucher.○ If you encounter any issues, please contact Shopee Customer Service at help@support.shopee.com.my.▪ Customers are required to check their In app and SMS notifications frequently. Unifi Mobile will not be responsible if you discover the reward after it has expired.
15.	Who should I contact if I need any other assistance?	<ul style="list-style-type: none">▪ For further assistance, feel free to reach out to our Care Crew.