

FREQUENTLY ASKED QUESTIONS (FAQ)
FOR UNIFI MOBILE AND MAYBANK 5G SMARTPHONE 2025 CAMPAIGN

QUESTION		ANSWER
1.	What is the Unifi Mobile and Maybank 5G Smartphone 2025 Campaign?	<p>This exciting campaign is a collaboration between Unifi Mobile and Maybank to bring you exclusive offers if you are a Maybank credit card member. When you sign up for the UNi5G Postpaid plan with a 5G smartphone and enrol in AutoPay at a Unifi Store during the campaign period, you will enjoy amazing benefits, including:</p> <ul style="list-style-type: none"> a) RM0 upfront payment for your device b) Up to RM139 cashback for selected new, approved Maybank Ikhwan credit cardmembers as outlining in Answer #3.
2.	When is this campaign period?	The campaign runs from 22 May 2025 until 30 November 2025.
3.	Am I eligible to sign up for this campaign?	<p>You are eligible if:</p> <ul style="list-style-type: none"> a. You are 18 years old and above, and b. You are invited to join via any form of Electronic Direct Mail (EDM) from either TM or Maybank. <p>You must also be using one of these Maybank credit cards:</p> <ul style="list-style-type: none"> a. All Maybank and Maybank Islamic credit cardmembers shall be entitled for RM0 device upfront payment. b. New successful Unifi credit card applicants via Unifi shall be entitled for additional cashback up to RM139, exclusively for the following Maybank Islamic Ikhwan Mastercard: <ul style="list-style-type: none"> i. Maybank Islamic Mastercard Ikhwan Gold Credit Card-i ii. Maybank Islamic Mastercard Ikhwan Platinum Credit Card-i iii. Maybank Islamic World Elite Mastercard Ikhwan Credit Card iv. Maybank Islamic myimpact Mastercard Ikhwan

		Platinum Credit Card-i.
4.	What do I need to do to enjoy the benefits of this campaign?	<p>Customer must fulfil <u>ALL</u> the following criteria at the point of registration at any Unifi Store nationwide during the campaign period in order to be eligible to participate in this campaign:</p> <ol style="list-style-type: none"> Sign up for any UNI5G Postpaid plan with 5G smartphone using an active Maybank credit card <i>(In the event of customer need to top-up for the 5G smartphone of their choice, they must pay using Maybank credit card)</i> Enroll AutoPay for Postpaid subscription bill payment with an active Maybank credit card for at least 6 months consecutively <p>If you are a non-Maybank cardmember, you will need to apply for an eligible Maybank card first before you can sign up for UNI5G Postpaid plan with smartphone. Once your card is approved, you can proceed to sign up for the device bundle offer.</p>
5.	What benefits do I get from this offer?	<p>If you are a Maybank credit cardmember, here's what you will enjoy:</p> <ol style="list-style-type: none"> You will enjoy RM0 device upfront payment when you sign up for a UNI5G Postpaid plan with a 5G smartphone and register for Autopay using your Maybank credit card; If you are among the first 2,000 who using an approved Maybank Islamic Ikhwan Mastercard/Visa Credit Card that apply via Unifi and sign up for UNI5G Postpaid plan with 5G smartphone and register for Autopay with it, you will also get a cashback worth up to RM139 – depending on the credit card (Kindly refer to Maybank's Terms and Conditions in their website); <p>The offer is valid during the campaign period and is subject to the availability of 5G smartphones at the participating Unifi Store.</p>
6.	How can I sign up for this offer?	You can sign up for the offer by walk-in to any Unifi Store nationwide, subject to the stock availability of your choice of 5G smartphone.

7.	How do I register for AutoPay?	<p>Setting up AutoPay is quick and easy. Just follow these 3 simple steps:</p> <ol style="list-style-type: none"> 1. Download Unifi Universe app 2. Go to 'My Bill' (<i>make sure you already have an active Unifi Mobile Postpaid line</i>) 3. Click 'Sign up AutoPay', enter your Maybank credit card info details, and you are done! (<i>RM1 will be charged to your card for verification – don't worry, it's refundable!</i>)
8.	What happens if I cancel my AutoPay after signing up?	<p>If you cancel AutoPay within the first 6 months after purchased the device bundle, a one-time fee of RM200 will be charged to your Unifi Mobile Postpaid bill. So we recommend staying enrolled to enjoy the full benefits of the campaign.</p>
9.	I'm already a Unifi Mobile customer. Can I still enjoy this offer?	<p>Even if you already have a Unifi Mobile line, you are still eligible.</p> <p>Each customer can sign up for up to two (2) device bundles per NRIC – as long as you meet the campaign requirements.</p>
10.	Will I be charged any upfront payment when I sign up?	<p>No, you won't be charged any upfront payment if you sign up through this campaign provided you meet the eligibility criteria.</p>
11.	Will I be receiving the device monthly rebate after signing up for this offer?	<p>No, you won't receive a monthly device rebate — and here's why:</p> <p>This offer doesn't require you to make any device upfront payment during registration, so there's no rebate to offset over time.</p>
12.	I'm a new Maybank Ikhwan credit cardmember. When will I get my cashback?	<p>If you are eligible for the cashback, your cashback will be credited to your Maybank credit card account within 12 weeks after the campaign ends.</p> <p><i>Example:</i></p> <p>If you sign up for a UNI5G Postpaid plan on 25 May 2025, you can expect your cashback to be credited in your credit card statement by 28 February at the latest.</p>

13.	I'm a supplementary Maybank cardmember. Can I still get the cashback?	Yes, you can – as long as you use an eligible Maybank Islamic Ikhwan credit card . For supplementary cardmembers, the cashback will be credited to the principal cardmember's credit card statement.
14.	How many times can I enjoy the cashback?	You can enjoy this cashback once only during the campaign period, regardless principal or supplementary credit card.
15.	What would disqualify me from receiving the cashback?	You won't be eligible for cashback if: a. Your Maybank card is cancelled, closed, or terminated for any reason before cashback fulfilment. b. Your card is flagged for misconduct, fraud, or violation of any campaign terms and conditions.
16.	Is there a limit to how many devices I can sign up for?	Yes – each person can sign up for a maximum of two (2) devices per NRIC , following the UNI5G Postpaid device bundle rules.
17.	Are there any documents I need to submit to enjoy this offer?	Yes, here's what you will need: a. A campaign invitation via EDM by TM or Maybank. a. An active Maybank credit card Make sure you bring or present the invitation and show to Unifi Store Care Crew during sign-up!
18.	I'm not a Malaysian. Can I still join this campaign?	Unfortunately, this offer is only open to Malaysian citizens .
19.	My family members are non-Maybank credit cardmembers. Can they sign up for this offer using my credit card?	No. The campaign eligibility is non-transferable.
20.	Who do I contact for further enquiries for this campaign?	Just reach out to: <ul style="list-style-type: none"> • Any Unifi Store • Unifi Care Crew, or • Maybank Contact Centre at 1-300-88-6688 You can also check the Maybank FAQ page for more info on the cashback and card eligibility.