**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR UNI5G PREPAID - RM5 CASHBACK
CAMPAIGN**

NO	QUESTION	ANSWER
1.	**Can you tell me more about the Unifi Mobile RM5 Cashback?**	• RM5 Cashback is a special Unifi Mobile Prepaid Campaign made exclusively for UNI5G Prepaid subscribers when they purchase the RM35 Monthly Unlimited data pass.
2.	**What is the campaign period?**	• Customers can purchase this RM5 Cashback from 20th March 2023 to 5th May 2023
3.	**Who is eligible for this campaign?**	• RM35 monthly unlimited pass subscribers.
4.	**Is this for Prepaid only?**	• Yes, RM5 Cashback campaign is available for new and existing Prepaid subscribers.
5.	**How does the RM5 cashback works?**	• The RM5 cashback is a feature imposed to the RM35 Monthly Unlimited data pass. Once the purchase of RM35 Monthly Unlimited data pass is successful, RM5 will instantly be credited back to your main account balance.
6.	**What can I do with RM5 cashback?**	• You can utilize the RM5 cashback for all services offered by UNI5G Prepaid such as purchasing data passes or call passes, make outgoing local calls and IDD calls, as well as send SMS.
7.	**When will I receive the RM5 cashback?**	• RM5 cashback will be credited back immediately to your main balance account upon successful purchase of the RM35 Monthly Unlimited data pass.
8.	**Does the RM5 cashback comes with expiry?**	• No, the RM5 cashback has no expiry, you can use it for as long as your account is active. • In the event that your Prepaid account is terminated, the RM5 cashback will be forfeited.
9.	**I've purchased RM35 Monthly Unlimited data pass on 1st May 2023, will the RM5 cashback expires on 5th May 2023 on the day the campaign ended?**	• No, there's no expiry date for the RM5 cashback. You will continue to enjoy it for as long as your account is active, even though campaign has ended.

10.	How do I know if the RM5 Cashback is successfully received?	• You may notice a Pop Up message prompted, notifying that the RM5 cashback is successfully credited into your account balance.
11.	I feel that this offer is attractive! How can I grab the RM5 Cashback?	• If you are an existing UNI5G Prepaid customer, simply follow below steps: a. Launch Unifi Mobile Prepaid app on your device. b. Kindly ensure you have sufficient amount in your account balance. c. Click 'BUY PASSES' and search for RM35 Monthly Unlimited data pass. d. Once RM35 Monthly Unlimited Passes is selected, confirm your purchase by clicking 'BUY NOW' and enjoy your purchase e. You will receive a Pop Up message on confirmation of the purchase, as well as notification that the RM5 cashback is credited into your account balance. • If you don't have the UNI5G Prepaid starter pack yet, kindly follow below steps: a. Download Unifi Mobile Prepaid app onto your device b. Kindly register for a new UNI5G Prepaid starter pack for only RM10 by clicking the option 'I want to get a SIM' c. Upon completion of registration, activate your SIM by inserting the SIM into your Smartphone device d. Kindly ensure you have sufficient amount in your account balance e. Click 'BUY PASSES' to search for RM35 Monthly Unlimited data pass. f. Once RM35 Monthly Unlimited Passes is selected, confirm your purchase by clicking 'BUY NOW' and enjoy your purchase. g. You will receive a Pop Up messages on confirmation of the purchase, as well as notification that the RM5 cashback is credited into your account balance.
12.	If I have more than 1 UNI5G Prepaid SIM/account, will all of the accounts eligible for this campaign?	• Yes, you can enjoy the RM5 cashback for all your UNI5G Prepaid accounts. All you need to do is ensure you purchase the RM35 Monthly Unlimited data pass to each of the account.
13.	I've successfully bought the RM25 Monthly Quota pass. Will I receive the RM5 cashback?	• The RM5 cashback is only applicable for RM35 Monthly Unlimited data pass, hence you are not entitled for the RM5 cashback. • Kindly purchase the RM35 Monthly Unlimited data to enjoy the RM5 cashback.

14.	Who should I contact if I need further assistance or for service enquiry?	▪ You can easily contact us via:
		  i. Live Chat at Unifi Mobile Prepaid app
		  ii. Facebook at https://www.facebook.com/weareunifi/
		  iii. Twitter at @helpmeunifi