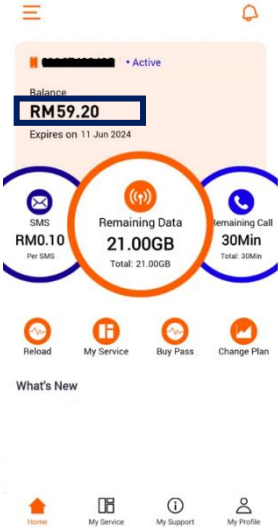


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI MOBILE PREPAID**

NO	QUESTION	ANSWER
RELOAD CHANNELS		
1.	What are the channels available for Unifi Mobile prepaid subscribers to reload?	<ul style="list-style-type: none"> ▪ Unifi Mobile prepaid subscribers can reload via the following channels: <ul style="list-style-type: none"> ○ Pinless reload via Unifi Mobile app, and Unifi Portal (web self-care) ○ Pinless reload via any TMpoint, Unifi Store, and authorized Unifi Mobile Dealers ○ Purchase a reload pin from physical touchpoints such as convenience store and petrol stations
2.	How to reload via Unifi Mobile app, and Unifi Portal?	<ul style="list-style-type: none"> ▪ Download Unifi Mobile app from Google Play Store, Apple App Store, or Huawei App Gallery, or visit Unifi Portal with your web browser. ▪ Log in with your prepaid number, you will receive a OTP (One-Time PIN) for you to log in. ▪ Select “Reload”, choose your preferred reload denomination, and make the payment online with a Debit/Credit card or Online Banking (FPX). ▪ Enter your card details or Online Banking credentials and approve the transaction. ▪ You will be notified via SMS and email upon successful reload.
3.	I am a customer of another mobile service provider, can I use Unifi Mobile app, or Unifi Mobile Reload pin to reload the credits?	<ul style="list-style-type: none"> ▪ Unfortunately, Unifi Mobile app and Unifi Mobile reload pin will only work on Unifi Mobile Prepaid accounts only.
4.	Is there any maximum number of reloads that subscriber can make in a day?	<ul style="list-style-type: none"> ▪ We don't impose a limit to the maximum number of reloads to our subscribers. ▪ However, there is a limitation of RM1,000 to maximum reload amount per month.

NO	QUESTION	ANSWER
5.	What are the denominations available?	<ul style="list-style-type: none"> ▪ The Unifi Mobile prepaid reload via Unifi Mobile app, Unifi Portal, and Unifi Mobile Reload pin are available in few denominations: <ul style="list-style-type: none"> ○ RM10 ○ RM30 ○ RM50 ○ RM100
6.	Where can I purchase the Unifi Mobile reload pin?	<ul style="list-style-type: none"> ▪ Unifi Mobile reload pin is available in the following touchpoints: <ul style="list-style-type: none"> ○ myNEWS.com outlets ○ 7-Eleven outlets ○ Petrol stations ○ ePay merchants
8.	Is there any expiry date for the reload pin?	<ul style="list-style-type: none"> ▪ Yes, an expiry date will be printed on your reload pin slip. ▪ Look out for the expiry column printed on the reload pin.
9.	Will I be refunded for any unused reload PINs upon expiry?	<ul style="list-style-type: none"> ▪ Unfortunately, no refund will be given for any unused reload pins or expired reload pins.
10.	Help me! How do I reload my Unifi Mobile prepaid account with the reload pin purchased?	<ul style="list-style-type: none"> ▪ You may follow this step by step process: <ul style="list-style-type: none"> Step 1: Log in to your Unifi Mobile app, or Unifi Portal Step 2: Select “Reload” Step 3: Select “Reload Pin” Step 4: Key-in your 12-digits reload pin Step 5: Tap “Continue” to proceed ▪ Your account balance is now reloaded.
10.	Is the prepaid reload subject to any tax?	<ul style="list-style-type: none"> ▪ For Malaysian subscribers, there is no tax imposed to prepaid reload. ▪ For Non-Malaysian subscribers, a 6% SST are imposed and the amount will be deducted upon all successful reloads.

NO	QUESTION	ANSWER
12.	<p>Can I use my Prepaid account to perform reload to another Unifi Mobile prepaid line?</p> <p>(E.g. Family, friends)</p>	<ul style="list-style-type: none"> Yes you can! Just use your Unifi Mobile app and Unifi Portal to reload to the desired Unifi Mobile prepaid line. Type your desired Unifi Mobile prepaid mobile number during your reload, be sure to enter the correct phone number!
13.	<p>What happens if I key in the wrong pin several times when performing the reload?</p>	<ul style="list-style-type: none"> An error message will be prompted each time you key in the wrong pin. Make sure you enter the correct reload pin to reload your prepaid account. Upon entering incorrect pin for several times, you might be temporarily blocked from reloading for 24 hours.
14.	<p>How do I check my latest credit balance after a successful reload?</p>	<ul style="list-style-type: none"> Don't worry, we will send you an SMS notification and email upon every successful reload. Alternatively, you may check your credit balance via the Unifi Mobile app, and Unifi Portal.  <p>The screenshot shows the Unifi Mobile app interface. At the top, it displays the user's name and status as 'Active'. Below this, the current balance is shown as RM59.20, with an expiration date of 11 Jun 2024. The app also displays usage statistics: SMS at RM0.10 per SMS, Remaining Data at 21.00GB (Total: 21.00GB), and Remaining Call at 30Min (Total: 30Min). Navigation options include Reload, My Service, Buy Pass, and Change Plan. A 'What's New' section is visible at the bottom, along with a bottom navigation bar containing Home, My Service, My Support, and My Profile.</p>
15.	<p>How do I know if my reload is successful?</p>	<ul style="list-style-type: none"> We will send you an SMS notification and Email notification upon every successful reloads. Alternatively, you may refer to the reload history tab in the Unifi Mobile app and Unifi Portal to check on your reload history.

NO	QUESTION	ANSWER
16.	Can I perform the reload without downloading the Unifi Mobile app?	<ul style="list-style-type: none"> ▪ You may use our web self-care, Unifi Portal to perform your prepaid reload. ▪ Alternatively, you can visit any Unifi Store, TM points or Unifi Mobile Dealers to perform the reload. ▪ However, download Unifi Mobile app now to enjoy a greater convenience, amazing perks and rewards.
17.	My reload was unsuccessful, what went wrong?	<ul style="list-style-type: none"> ▪ Here's what you can do to check: <ul style="list-style-type: none"> ○ If you are using Unifi Mobile app or Unifi Portal to reload, make sure you have a valid payment credential. You may try to initiate the reload again to ensure a successful payment. ○ If you are using reload pin, make sure you have entered the correct pin, and also look out for expiry date on your reload voucher. ▪ Still facing problems? Just connect to us via the following channels: <ul style="list-style-type: none"> ○ Live Chat at https://maya.unifi.com.my/ ○ Facebook at http://www.facebook.com/weareunifi/ ○ X (formerly known as Twitter) at @unifi ○ Walk-in to the nearest Unifi Stores or TM points
18.	Who should I contact for further assistance or service inquiries?	<ul style="list-style-type: none"> ▪ Reach out to us via: <ul style="list-style-type: none"> ○ Live Chat at https://maya.unifi.com.my/ ○ Facebook at http://www.facebook.com/weareunifi/ ○ X (formerly known as Twitter) at @unifi ○ Walk-in to the nearest Unifi Stores or TM points

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