

# 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> <li>Unifi Mobile prepaid subscribers can reload via the following channels:</li> <li>Pinless reload via Unifi UniVerse app, and Unifi <u>Portal</u> (web self-care)</li> <li>Pinless reload via any TMpoint, Unifi Store, and authorized Unifi Mobile Dealers</li> <li>Purchase a reload pin from physical touchpoints such as convenience store and petrol stations</li> </ul>
2.	How to reload via Unifi UniVerse app, and Unifi Portal?	<ul> <li>Download Unifi UniVerse app from Google Play Store, Apple App Store, or Huawei App Gallery, or visit Unifi <u>Portal</u> with your web browser.</li> <li>Log in with your prepaid number, you will receive a OTP (One-Time PIN) for you to log in.</li> <li>Select "Reload", choose your preferred reload denomination, and make the payment online with a Debit/Credit card or Online Banking (FPX).</li> <li>Enter your card details or Online Banking credentials and approve the transaction.</li> <li>You will be notified via SMS and email upon successful reload.</li> </ul>
3.	I am a customer of another mobile service provider, can I use Unifi UniVerse app, or Unifi Mobile Reload pin to reload the credits?	<ul> <li>Unfortunately, Unifi UniVerse app and Unifi Mobile reload pin will only work on Unifi Mobile Prepaid accounts only.</li> </ul>
4.	Is there any maximum number of reloads that subscriber can make in a day?	<ul> <li>We don't impose a limit to the maximum number of reloads to our subscribers.</li> <li>However, there is a limitation of RM1,000 to maximum reload amount per month.</li> </ul>



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5.	What are the denominations available?	<ul> <li>The Unifi Mobile prepaid reload via Unifi UniVerse app, Unifi Portal, and Unifi Mobile Reload pin are available in few denominations:</li> <li>RM10</li> <li>RM30</li> <li>RM50</li> <li>RM100</li> </ul>
6.	Where can I purchase the Unifi Mobile reload pin?	<ul> <li>Unifi Mobile reload pin is available in the following touchpoints:</li> <li>myNEWS.com outlets</li> <li>7-Eleven outlets</li> <li>Petrol stations</li> <li>ePay merchants</li> </ul>
8.	Is there any expiry date for the reload pin?	<ul> <li>Yes, an expiry date will be printed on your reload pin slip.</li> <li>Look out for the expiry column printed on the reload pin.</li> </ul>
9.	Will I be refunded for any unused reload PINs upon expiry?	<ul> <li>Unfortunately, no refund will be given for any unused reload pins or expired reload pins.</li> </ul>
10.	Help me! How do I reload my Unifi Mobile prepaid account with the reload pin purchased?	<ul> <li>You may follow this step by step process: Step 1: Log in to your Unifi UniVerse 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</li> <li>Your account balance is now reloaded.</li> </ul>
10.	Is the prepaid reload subject to any tax?	<ul> <li>For Malaysian subscribers, there is no tax imposed to prepaid reload.</li> <li>For Non-Malaysian subscribers, a 6% SST are imposed and the amount will be deducted upon all successful reloads.</li> </ul>



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12.	Can I use my Prepaid account to perform reload to another Unifi Mobile prepaid line? (E.g. Family, friends)	<ul> <li>Yes you can! Just use your Unifi UniVerse app and Unifi Portal to reload to the desired Unifi Mobile prepaid line.</li> <li>Type your desired Unifi Mobile prepaid mobile number during your reload, be sure to enter the correct phone number!</li> </ul>
13.	What happens if I key in the wrong pin several times when performing the reload?	<ul> <li>An error message will be prompted each time you key in the wrong pin.</li> <li>Make sure you enter the correct reload pin to reload your prepaid account.</li> <li>Upon entering incorrect pin for several times, you might be temporarily blocked from reloading for 24 hours.</li> </ul>
14.	How do I check my latest credit balance after a successful reload?	<ul> <li>Don't worry, we will send you an SMS notification and email upon every successful reload.</li> <li>Alternatively, you may check your credit balance via the Unifi UniVerse app, and Unifi Portal.</li> <li>Image: Construction of the second s</li></ul>
15.	How do I know if my reload is successful?	<ul> <li>We will send you an SMS notification and Email notification upon every successful reloads.</li> <li>Alternatively, you may refer to the reload history tab in the Unifi UniVerse app and Unifi Portal to check on your reload history.</li> </ul>



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16.	Can I perform the reload without downloading the Unifi UniVerse app?	<ul> <li>You may use our web self-care, Unifi Portal to perform your prepaid reload.</li> <li>Alternatively, you can visit any Unifi Store, TM points or Unifi Mobile Dealers to perform the reload.</li> <li>However, download Unifi UniVerse app now to enjoy a greater convenience, amazing perks and rewards.</li> </ul>
17.	My reload was unsuccessful, what went wrong?	<ul> <li>Here's what you can do to check: <ul> <li>If you are using Unifi UniVerse 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.</li> <li>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.</li> </ul> </li> <li>Still facing problems? Just connect to us via the following channels: <ul> <li>Live Chat at <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a></li> <li>Facebook at <a href="http://www.facebook.com/weareunifi/">https://maya.unifi.com.my/</a></li> <li>Walk-in to the nearest <a href="https://unifi">Unifi</a> Stores or TM points</li> </ul> </li> </ul>
18.	Who should I contact for further assistance or service inquiries?	<ul> <li>Reach out to us via:</li> <li>Live Chat at <u>https://maya.unifi.com.my/</u></li> <li>Facebook at <u>http://www.facebook.com/weareunifi/</u></li> <li>X (formerly known as Twitter) at @<u>unifi</u></li> <li>Walk-in to the nearest <u>Unifi Stores or TM points</u></li> </ul>

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