

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNI5G WOW PREPAID RELOAD BONUS**

NO	QUESTION	ANSWER										
1.	<b>What is reload bonus?</b>	<ul style="list-style-type: none"> <li>▪ The reload bonus is a limited time offer designed to reward UNI5G WOW Prepaid subscribers with free 5G data.</li> </ul>										
2.	<b>Can you tell me more on reload bonus?</b>	<ul style="list-style-type: none"> <li>▪ When you reload at least RM30 during the campaign period, you are eligible to redeem a free 5G data with 5GB quota, with 5 days validity.</li> </ul> <table border="1" data-bbox="711 793 1336 1110" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">Reload</td> <td style="text-align: center;">At least RM30</td> </tr> <tr> <td style="text-align: center;">Redemption Channel</td> <td style="text-align: center;">Via SMS</td> </tr> <tr> <td style="text-align: center;">Redemption Period</td> <td style="text-align: center;">24 hours after reload</td> </tr> <tr> <td style="text-align: center;">Free 5G data</td> <td style="text-align: center;">5 GB</td> </tr> <tr> <td style="text-align: center;">Validity after redemption</td> <td style="text-align: center;">5 days</td> </tr> </table>	Reload	At least RM30	Redemption Channel	Via SMS	Redemption Period	24 hours after reload	Free 5G data	5 GB	Validity after redemption	5 days
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Redemption Channel	Via SMS											
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Free 5G data	5 GB											
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3.	<b>How to redeem the reload bonus?</b>	<ul style="list-style-type: none"> <li>▪ You will receive a SMS from the short code 20002 regarding the redemption of reload bonus.</li> <li>▪ Upon receiving the SMS, you may reply the SMS with the required text mentioned in the SMS within 24 hours to redeem the reload bonus.</li> </ul>										
4.	<b>Who should I contact for further assistance or service inquiries?</b>	<ul style="list-style-type: none"> <li>▪ Reach out to us via:                             <ol style="list-style-type: none"> <li>I. Live Chat at Unifi Mobile App</li> <li>II. Facebook at <a href="http://www.facebook.com/weareunifi/">http://www.facebook.com/weareunifi/</a></li> <li>III. X (Previously Twitter) at @unifi</li> </ol> </li> </ul>										

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