

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI MOBILE PREPAID CREDIT TRANSFER
(Mobile Unifi/Bebas10/UNI5G WOW)**

NO	QUESTION	ANSWER
UNIFI MOBILE PREPAID CREDIT TRANSFER		
1.	What is Credit Transfer?	<ul style="list-style-type: none"> ▪ Credit Transfer allows Unifi Mobile Prepaid subscribers to effortlessly transfer their prepaid credit balance to other Unifi Mobile Prepaid subscribers.
2.	Who can initiate a Credit Transfer?	<ul style="list-style-type: none"> ▪ All Unifi Mobile Prepaid subscribers, including those on Mobile Unifi, Bebas10, and UNI5G WOW plans, who have had their line activated for over a month, are eligible to transfer credit. ▪ Both the sender and receiver must have been with Unifi Mobile for at least a month.
3.	How can I transfer credit to other Unifi Mobile Prepaid lines?	<ul style="list-style-type: none"> ▪ You can easily transfer credit to other Unifi Mobile Prepaid lines using either the Unifi Mobile app or the Unifi Self Care portal. ▪ Follow these simple steps to perform a Credit Transfer transaction: <ol style="list-style-type: none"> I. Open the Unifi Mobile app or access the Self Care portal. II. Navigate to the "My Balance" tab and select "Credit Transfer" from the menu. III. Enter the recipient's mobile number and choose the desired credit transfer amount, ranging from RM3 to RM25. IV. Input the one-time verification code sent to your mobile number for security purposes. V. Once confirmed, the Credit Transfer is processed successfully, and both you and the recipient will receive SMS notifications confirming the transfer status.
4.	Is there a service charge for Credit Transfer transactions?	<ul style="list-style-type: none"> ▪ Yes, there is a minimal service charge for both the sender and the receiver involved in each successful Credit Transfer transaction. ▪ For every successful transfer, RM0.50 will be deducted from the sender's prepaid balance, and RM0.30 will be deducted from the receiver's account balance.
5.	What is the lowest and highest amount I can transfer?	<ul style="list-style-type: none"> ▪ You can transfer any amount between RM3 and RM25 to other Unifi Mobile Prepaid numbers using Credit Transfer.

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6.	Can I transfer credit to multiple prepaid numbers in a day?	<ul style="list-style-type: none"> ▪ Yes, you can transfer credit to multiple prepaid numbers throughout the day. However, kindly note that you can only perform a Credit Transfer to one number at a time.
7.	Is there a limit to how much credit I can transfer in a day?	<ul style="list-style-type: none"> ▪ Yes, as a sender, you can transfer up to RM100 in credit in a single day.
8.	Is there a limit to how much credit I can transfer in a month?	<ul style="list-style-type: none"> ▪ Yes, as a sender, you can transfer up to RM100 in credit within a single month.
9.	As a sender, can I transfer all of my credit to another prepaid number?	<ul style="list-style-type: none"> ▪ Yes, you can transfer your credit to another prepaid number. However, to ensure a successful Credit Transfer, you need to maintain at least RM1 in your prepaid balance after the transfer.
10.	My account status is in passive/grace period, can I send out my prepaid credit via Credit Transfer?	<ul style="list-style-type: none"> ▪ Unfortunately, you need to have an active status to send out your credits to other prepaid numbers through Credit Transfer. ▪ However, there is no requirement on account status for Credit Transfer receiver.
11.	Can I transfer my prepaid credit balance to prepaid number with other operators? (e.g., Maxis, Celcom, Digi, U Mobile, etc.)	<ul style="list-style-type: none"> ▪ Credit Transfer is only applicable among Unifi Mobile Prepaid subscribers. ▪ Unfortunately, transferring credit to prepaid numbers with other operators is not allowed.
12.	Who should I contact for further assistance or service inquiries?	<ul style="list-style-type: none"> ▪ For further assistance, feel free to reach out to our Care Crew.

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