

FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNI5G PREPAID SHOPEE VOUCHER GIVEAWAY

NO	QUESTION	ANSWER
UNI5G PREPAID SHOPEE VOUCHERS GIVEAWAY		
1.	What is this UNI5G Prepaid Shopee Voucher Campaign about, and how do I participate?	<ul style="list-style-type: none"> ▪ From 7 November 2025 – 6 February 2026, all new UNI5G WOW subscribers who have registered via online channels (Unifi UniVerse app/ Unifi SuperApp/ Unifi Prepaid portal) within the campaign period are eligible to participate in this campaign. ▪ To be eligible, simply purchase our UNI5G WOW 35 pass for 3 consecutive months within the campaign period via our Unifi Mobile app or Unifi Prepaid website — and you will receive a Free RM30 Shopee e-voucher. <p>Limited vouchers available — first come, first served, so don't miss out!</p>
2.	When will I be notified if I am eligible, and how do I receive my Free Shopee e-voucher?	<ul style="list-style-type: none"> ▪ If you successfully purchase the UNI5G WOW 35 pass for 3 consecutive months, your RM30 Shopee voucher code will be sent to you via email within 1 month after the end of the campaign (from 7 February 2026 onwards). We humbly request your patience during the time of processing.
3.	I have received my Free Shopee e-voucher via email. How and when do I use it?	<ul style="list-style-type: none"> ▪ The Shopee e-voucher is subject to Shopee's terms and conditions as follows: <ul style="list-style-type: none"> a) The voucher is valid until 31st March 2026, 23:59. b) The voucher is valid for new & existing users. c) The voucher is valid for one time use only (per user, regardless of number of accounts). d) The voucher is valid for Mall & Preferred Sellers only. e) The voucher can only be used in one transaction. (unused balance will not be refunded) f) The voucher is no longer valid upon expiring. Strictly no extensions allowed. g) The voucher is not refundable, non-transferable, not redeemable for cash and cannot be combined in exchange for vouchers with higher value. h) You cannot combine this voucher with other promo codes, except Shop Voucher. i) The voucher is not applicable for purchases of: <ul style="list-style-type: none"> i. Infant Milk (0-6 months) ii. Follow-on Milk (6-12 Months) iii. Jewellery iv. Tickets & Vouchers v. Mobile Reloads & SIM Card Top-ups vi. Gaming Top-ups vii. S-Mart Milo viii. One or Not by Shopee Store products ix. MMA Foundation Store products x. PETRONAS & Setel Fuel Cards xi. Gift Cards & E-Vouchers j) Promo code must be entered via the voucher wallet page or the checkout page of Shopee Mobile App only. k) Shopee reserves the right to amend/cancel the promotion anytime. <p><i>Note: Each Shopee e-voucher comes with its respective expiry date, which will be clearly stated on the e-voucher itself. Make sure to use it before it expires — unused</i></p>

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		<i>vouchers will be forfeited.</i>
4.	How do I use / claim the Shopee voucher code?	<ul style="list-style-type: none"> Just click this link for guidance on how to use the Shopee voucher code.
5.	I've subscribed to the UNI5G WOW 35 pass for the first month. Why haven't I received the e-voucher?	<ul style="list-style-type: none"> The free Shopee e-voucher is only given after you complete 3 consecutive months of purchasing the UNI5G WOW 35 pass during the campaign period — and while stocks last. To be eligible, you must: <ul style="list-style-type: none"> ➤ Be a new UNI5G WOW Prepaid subscriber who purchased & activated your SIM via online channels (Unifi UniVerse app / Unifi Prepaid portal) from 7 November 2025 onwards ➤ Purchase the UNI5G WOW 35 pass via online channels for 3 consecutive months within the campaign period ➤ Keep your line active throughout the campaign
6.	Who should I contact if I need further assistance or have service enquiries?	<ul style="list-style-type: none"> If you need any assistance or clarification about this giveaway, kindly reach out to our Care Crew. You can also visit our Unifi Prepaid website for more information.