

FREQUENTLY ASKED QUESTIONS (FAQ)

UNIFI BILL ENCRYPTION

No.	Question	Answer
1	What is an Encrypted Unifi Bill?	An Encrypted Unifi Bill is a password-protected bill sent to you via email. This helps keep your personal information safe. You will need to enter a password to open and view your bill, giving your information an extra layer of security.
2	Which Unifi services will receive encrypted bills?	Encrypted bills apply to all Unifi services. However, only PDF bills sent to your registered email address are password-protected.
3	Why is my bill encrypted?	To better protect your personal information, your bill is sent in a password-protected format. This ensures that only you can access and view your bill details.
4	How do I open and view my Encrypted Unifi Bill?	When you receive your bill by email, download the PDF file and enter your password to open it. Your default password is based on your account details: • <u>For Personal Accounts</u> ○ The first three letters of your name registered with your Unifi account (lowercase, excluding spaces/special characters/symbols e.g. ' . & ©) + "@" symbol + last four characters of your registered NRIC or passport number. ○ Example 1: ▪ Name: Azmi bin XXXX ▪ NRIC: XXXXXX-XX-1234 ▪ Password: azm@1234 ○ Example 2 ▪ Name: A'lias bin XXXX ▪ NRIC: XXXXXX-XX-1234 ▪ Password: ali@1234 • <u>For Business Accounts</u> ○ The first three characters of your name or company name registered with your Unifi account (lowercase, excluding spaces/special characters/symbols e.g. ' , & ©) + "@" symbol + last four digits of your billing account number. ○ Example 1: ▪ Company Name: ABC Sdn Bhd ▪ Billing Account Number: XXXXXX6432 ▪ Password: abc@6432

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5	Will my bill look different once it is encrypted?	No. Your bill format and content will remain exactly the same. The only difference is that you will need to enter a password to open the PDF bill after downloading it.
6	I entered my password, but I still cannot open my bill. What should I do?	Please check that you have entered your password correctly. Make sure: • The letters are in lowercase. • There are no spaces, special characters or extra symbols in your password. • You've included the @ symbol between the first three characters and the last four characters or digits. If you're still unable to open your bill, we're here to help. You can contact us through any of these channels: • Live Chat: https://maya.unifi.com.my/ • Facebook: facebook.com/weareunifi • X (formerly Twitter): @unifi • Email: help@unifi.com.my