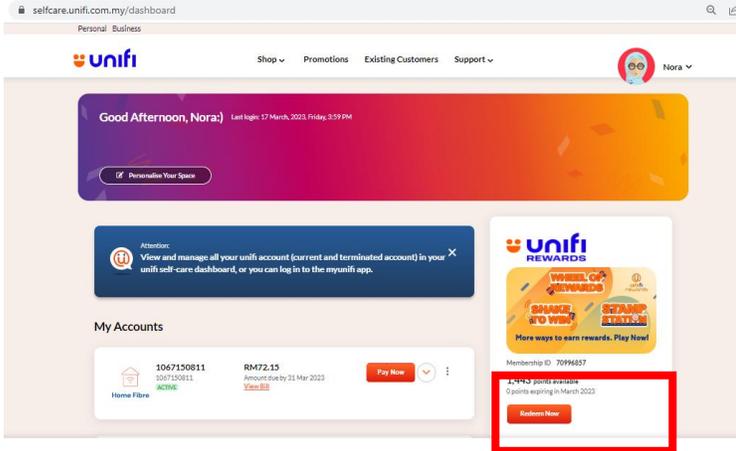
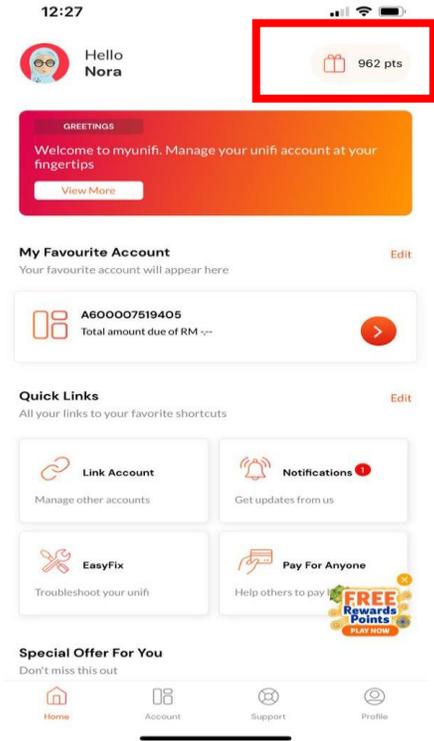


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
IMPORTANT UPDATES ON UNIFI REWARDS PROGRAMME**

NO.	QUESTION	ANSWER
1.	What is Unifi Rewards programme?	<ul style="list-style-type: none"> ▪ Unifi Rewards is a points-based programme where members will be awarded with points when they pay the current month charges on time. ▪ Currently, all Unifi Rewards members will earn one (1) point for every Ringgit spent when paying their Unifi Home and Unifi Mobile (<i>postpaid only</i>) bills on time. The accumulated points can then be redeemed with exciting gifts and privileges.
2.	What are the changes to Unifi Rewards?	<ul style="list-style-type: none"> ▪ Starting October 2023, Unifi Rewards will unveil its new programme structure that will be based on tiers without points issuance. ▪ Following this newly revitalised loyalty programme, below are the important updates requiring your attention: <ol style="list-style-type: none"> 1. Starting 1st July 2023, rewards points will no longer be issued. 2. All points redemptions must be made before 1st October 2023.
3.	Why are you making changes to the Unifi Rewards programme?	<ul style="list-style-type: none"> ▪ At Unifi, we always strive to continuously provide you with improved experience and therefore we are making changes to Unifi Rewards to serve you better. The NEW rewards programme is designed to give you even more values and satisfaction for the benefits and privileges.
4.	By when do I need to redeem my remaining rewards points?	<ul style="list-style-type: none"> ▪ You can make redemptions using your remaining rewards points until 30th September 2023.

NO.	QUESTION	ANSWER
5.	What will happen to my unredeemed rewards points?	<ul style="list-style-type: none"> ▪ Any rewards points that are not utilised by 30th September 2023 and after 1st October 2023 will be forfeited and no longer be redeemable.
6.	Do I still get points for my bill payments after 1st July 2023?	<ul style="list-style-type: none"> ▪ No, as all bill payments made effective 1st July 2023 will no longer be credited with rewards points. However, if you continue to pay your bills on time and are on multiple subscriptions, you will have a chance to be at higher tiers in the new Unifi Rewards programme and enjoy greater rewards. For more info, please refer to Question 18.
7.	What will I get as rewards for not earning points for on-time payment made from July to September 2023?	<ul style="list-style-type: none"> ▪ We are giving out complimentary vouchers from our merchants i.e, Shopback, Photobook & Printcious to be claimed by eligible customers. The vouchers will be available to be claimed via email starting September 2023. ▪ At the same time, you will continuously receive monthly exclusive deals and discounts from our merchants.
8.	I currently have 200 points when I self-register for Unifi rewards. Can I redeem any rewards with my points?	<ul style="list-style-type: none"> ▪ Yes, you can redeem your rewards points as an RM2 bill rebate until 30th September 2023.
9.	I am an existing Unifi Rewards member, will my membership be affected/terminated after the rewards points discontinuation?	<ul style="list-style-type: none"> ▪ Don't worry, for existing Unifi Rewards members, your membership will remain unchanged. You do not need to register for the Unifi Rewards membership again.
10.	Where can I redeem my remaining points? How do I check my points?	<ul style="list-style-type: none"> ▪ Simply login to the Unifi selfcare portal, and then click the "Redeem Now" button. You will be able to view your accumulated points and perform any redemption activities. ▪ You can also check your points and make redemptions through the MyUnifi app. Simply tap on the rewards icon at the upper right in the MyUnifi app dashboard.

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none">Below is a screenshot for your reference: <h3>Unifi selfcare portal</h3>  <p>The screenshot shows the Unifi selfcare portal dashboard. At the top, there is a navigation bar with 'Shop', 'Promotions', 'Existing Customers', and 'Support'. Below this, a greeting banner says 'Good Afternoon, Nora.' followed by the last login time. A 'Personalise Your Space' button is visible. A blue notification box prompts the user to view and manage their Unifi account. The 'My Accounts' section displays a 'Home Fibre' account with a balance of RM72.15. To the right, the 'Unifi Rewards' section shows a 'Wheel of Rewards' and a 'Redeem Now' button, which is highlighted with a red box.</p> <h3>MyUnifi app</h3>  <p>The screenshot shows the MyUnifi app interface. At the top, the time is 12:27. Below the time, there is a greeting 'Hello Nora' and a balance of 962 pts, which is highlighted with a red box. A 'GREETINGS' banner welcomes the user to myunifi. Below this, the 'My Favourite Account' section shows a 'Total amount due of RM ->'. The 'Quick Links' section includes 'Link Account', 'Notifications', 'EasyFix', and 'Pay For Anyone'. At the bottom, there is a 'Special Offer For You' section and a navigation bar with 'Home', 'Account', 'Support', and 'Profile'.</p>

NO.	QUESTION	ANSWER
11.	What are the steps to redeem the rewards?	<ul style="list-style-type: none"> ▪ Step 1: Login to https://selfcare.unifi.com.my/ or MyUnifi app (<i>If you are not an existing user, you can register first for free</i>) ▪ Step 2: On the right sidebar of Unifi selfcare portal, simply click “Redeem Now” button at Unifi Rewards section or just hit on the Rewards tab on the top menu in the MyUnifi app to redeem your rewards. ▪ Step 3: Browse available rewards and privileges, choose your desired reward and redeem it. ▪ Step 4: Enjoy! Your rewards detail and voucher code will be displayed upon redemption. Your reward points will be deducted.
12.	What are the items available for redemption?	<ul style="list-style-type: none"> ▪ You can redeem items such as below using your rewards points: <ul style="list-style-type: none"> i. Bill Rebate ii. Subscription of smart devices and device add-ons iii. U PICK Cinema On Demand iv. e-Vouchers v. Donations and charities
13.	What is the minimum points for redemption?	<ul style="list-style-type: none"> ▪ You will need a minimum of 100 Unifi Rewards points for redemption.
14.	My points are not sufficient to redeem any items/vouchers. What can I do with my points?	<ul style="list-style-type: none"> ▪ If you do not have sufficient points to redeem any items or vouchers, we sincerely apologise since redemption will not be possible and we thank you for your support. Do be on the lookout for our upcoming exciting programmes coming your way.
15.	Can I transfer my old points to the new rewards programme?	<ul style="list-style-type: none"> ▪ No, as we will cease the points-based system and replace with a new programme that does not involve points collection. Thus, existing rewards points are not transferable and need to be redeemed by 30th September 2023 / before 1st October 2023.
16.	Will you compensate/refund	<ul style="list-style-type: none"> ▪ Any unredeemed Unifi Rewards points will be forfeited after 1st October 2023. We thank you for your support but we regret to inform you that refunds are not applicable. For

NO.	QUESTION	ANSWER
	<p>me for my unredeemed points?</p>	<p>more information, you may refer to the Terms and Conditions.</p>
<p>17.</p>	<p>Is this new Unifi Rewards programme more interesting?</p>	<ul style="list-style-type: none"> ▪ Yes! We aim to bring you a better experience with more valuable and exciting new rewards. ▪ You no longer need to accumulate points that normally have expiry dates in order for you to enjoy your rewards as the benefits and privileges will be given based on your tier eligibility.
<p>18.</p>	<p>How does the new Unifi Rewards loyalty programme work?</p>	<ul style="list-style-type: none"> ▪ With this new rewards programme, you will be rewarded based on your active product subscriptions, the number of years you have been loyal to us and your monthly spending with Unifi. ▪ You will be rewarded based on tiers, the higher the tiers the better benefits and privileges you will earn. Once you have reached a certain level of spending, you will unlock new perks and benefits. Incentives offered are in the form of discounts, coupons, gift cards and even free items. The more you spend, the more rewards you can get.
<p>19.</p>	<p>Can I still enjoy merchant privileges?</p>	<ul style="list-style-type: none"> ▪ Yes. You can continue to enjoy great discounts and deals from a variety of merchants based on your tiers.
<p>20.</p>	<p>I am excited with these new Unifi Rewards updates! So what is next for me?</p>	<ul style="list-style-type: none"> ▪ We will be introducing the new Unifi Rewards features sometime in October 2023. You will receive the latest updates through our Unifi Rewards monthly newsletters.
<p>21.</p>	<p>I have never registered for Unifi Rewards before. Can I register now to enjoy the latest benefits?</p>	<ul style="list-style-type: none"> ▪ Of course! We always welcome all our Unifi customers to enrol in our loyalty programme, Unifi Rewards so we could treat you with great privileges. Join us now by following these two (2) simple steps! <ul style="list-style-type: none"> ▪ Step 1: Login to https://selfcare.unifi.com.my or MyUnifi app (If you are not an existing user, you can register first for free)

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ Step 2: On the right sidebar at Unifi selfcare portal, check on the tick box or just hit on the Rewards tab on the top menu in the MyUnifi app to share your consent to be a Unifi Rewards member.
22.	<p>Who should I contact if I need any assistance or have service enquiry?</p>	<ul style="list-style-type: none"> ▪ Feel free to reach us via our digital channels below: <ul style="list-style-type: none"> ▪ Live Chat with us at https://maya.unifi.com.my/ or via MyUnifi app. ▪ You can also visit any of the TMpoint outlets nationwide for further assistance.