

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE “REFER YOUR FRIENDS & WIN” CAMPAIGN**

NO	QUESTION	ANSWER
unifi MOBILE “REFER YOUR FRIENDS & WIN UM99 Promo Double Rewards” CAMPAIGN		
1.	What is the “Refer Your Friends & Win” (RYFW) UM99 Promo Double Rewards campaign?	<ul style="list-style-type: none"> ▪ The Refer Your Friends & Win (RYFW) campaign allows ALL existing unifi Mobile Postpaid customers to enjoy Shopee digital voucher when you’ve successfully introduced two (2) or more of your friends and family to subscribe to unifi Mobile Postpaid 99 Promotion using your referral link. ▪ The campaign covers new subscriptions to unifi Mobile 99 Promotion.
2.	Who is eligible to participate in this campaign?	<ul style="list-style-type: none"> ▪ The campaign is open to all existing unifi Mobile Postpaid active customers, except for employees and immediate family members of the TM Group employees.
3.	When is the campaign period?	<ul style="list-style-type: none"> ▪ This campaign will run from 2 November 2020 to 31 December 2020. ▪ So hurry, don’t miss the chance to introduce unifi Mobile Postpaid 99 Promotion to your friends and family!
4.	This is interesting! Can you guide me on how to participate in the RFW campaign?	<ul style="list-style-type: none"> ▪ Simply follow the steps below to participate: <p>Step 1 Login to your unifi Mobile self-help portal at https://mobile.unifi.com.my/customer/starthere</p> <p>Step 2 Click on the Refer Your Friends & Win (RYFW) banner on the top part of your unifi Mobile self-help dashboard. A pop-up will appear where you can copy your unique referral link and share it with your friends and family (<i>the link is also shareable via WhatsApp, Facebook, Twitter and email</i>). Remind them to click on your referral link when they subscribe to the plan!</p> <p>Step 3 With a minimum of two (2) successful referrals, subscriptions during this campaign period and the line is activated before 10 January 2021, you will receive a RM 80 Shopee digital voucher via email when your friends make their first bill payment. You will receive one (1) email upon every successful new subscription using your referral link. So, the more customers you refer, the higher the amount of digital voucher you will receive!</p>

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5.	<p>Is there any criteria to the referee whom I plan to refer to?</p>	<ul style="list-style-type: none"> ▪ You can refer to your friends and family members who have yet to own a unifi Mobile Postpaid 99 Promotion account. They can each sign up to a maximum of five (5) lines using your referral link. ▪ Please note that TM Group employees are not eligible to participate in this campaign. 								
6.	<p>What should my friends and family members do when they receive my referral link?</p>	<ul style="list-style-type: none"> ▪ Just guide them to follow the steps below: <p>Step 1 Click on the referral link given. They will be redirected to unifi Mobile Postpaid plan page.</p> <p>Step 2 Select unifi Mobile Postpaid 99 Promotion plan and complete the online purchasing journey. At the order review page, the “Referral Code” column will be auto-filled.</p> <p>Step 3 Your referee (friends and family) will also receive a RM10 Shopee digital voucher via email after their first bill payment.</p> 								
7.	<p>What reward will I get when I refer a new customer to unifi Mobile Postpaid 99 Promotion plan?</p>	<ul style="list-style-type: none"> ▪ With a minimum of two (2) successful referrals, subscriptions during this campaign period and the line is activated before 10 January 2021, you will receive a RM80 Shopee digital voucher via email when your friends make their first bill payment. You will receive one (1) email upon every successful new subscription using your referral link. So, the more customers you refer, the higher the amount of digital voucher you will receive! ▪ You can refer to table below: <table border="1" data-bbox="532 1453 1511 1795"> <thead> <tr> <th data-bbox="532 1453 834 1486">Successful referral</th> <th data-bbox="834 1453 1511 1486">Rewards</th> </tr> </thead> <tbody> <tr> <td data-bbox="532 1486 834 1556">1 referral</td> <td data-bbox="834 1486 1511 1556">RM20 Shopee digital voucher</td> </tr> <tr> <td data-bbox="532 1556 834 1625">2 referrals (Double rewards)</td> <td data-bbox="834 1556 1511 1625">RM40 x 2 Shopee digital voucher</td> </tr> <tr> <td data-bbox="532 1625 834 1795">3 referrals (Double rewards)</td> <td data-bbox="834 1625 1511 1795"> RM40 x 3 Shopee digital voucher for 3 referrals and consecutively. The more you refer, the more you win! </td> </tr> </tbody> </table> I. Rewards will be sent to referral after the new subscribers make their first bill payment 	Successful referral	Rewards	1 referral	RM20 Shopee digital voucher	2 referrals (Double rewards)	RM40 x 2 Shopee digital voucher	3 referrals (Double rewards)	RM40 x 3 Shopee digital voucher for 3 referrals and consecutively. The more you refer, the more you win!
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		<p>II. The new subscribers who subscribed to the plan via the referral link and successfully paid their first bill will receive RM10 Shopee digital voucher</p>
8.	<p>Will there be a limit to the amount of digital vouchers I can receive?</p>	<ul style="list-style-type: none"> ▪ Here's the best part. There is no maximum number of referrals for this campaign. ▪ You can refer to as many friends and family members as possible.
9.	<p>Can I refer my friends and family to other unifi products apart from unifi Mobile postpaid?</p>	<ul style="list-style-type: none"> ▪ Yes, you can. However, the promotion tied to this campaign is only applicable for unifi Mobile Postpaid 99 Promotion. ▪ Stay tuned with us as more referral campaigns for other unifi products will be announced in the near future.
10.	<p>Am I entitled to redeem the digital vouchers if I change to other unifi Mobile Postpaid plans?</p>	<ul style="list-style-type: none"> ▪ You cannot redeem your Shopee digital vouchers once you have changed to other unifi Mobile Postpaid plans.
11.	<p>If I refer my friends and family members on the last day of the campaign period (31 December 2020), will I still be rewarded with the digital vouchers?</p>	<ul style="list-style-type: none"> ▪ Yes, you will still be rewarded with the Shopee digital vouchers, as long as they have activated their accounts before 10 January 2021 and making payment of their first bill.
12.	<p>Where can I get my referral link?</p>	<ul style="list-style-type: none"> ▪ You may login to your self-help portal at https://mobile.unifi.com.my/selfcare/dashboard. ▪ Simply click on the RYFW banner on the top part of your unifi Mobile self-help of dashboard. A pop-up will appear where you can copy your unique referral link and share it with your friends and family members. ▪ The link is also shareable via WhatsApp, Facebook, Twitter, Instagram and email.

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13.	Who should I refer to if there are any issues when redeeming my Shopee digital voucher?	<ul style="list-style-type: none"> ▪ For any issues concerning Shopee digital vouchers, please contact Shopee at https://help.shopee.com.my/my/s/.
15.	I have shared my referral link several times. Why haven't I received any Shopee digital voucher?	<ul style="list-style-type: none"> ▪ There could be two (2) scenarios: <ul style="list-style-type: none"> ➢ Your referee (friends and family) have not activated their line. ➢ Your referee made an order/subscription without using your referral link.
15.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ You can contact us via our digital channels such as: <ul style="list-style-type: none"> ➢ Get support via myunifi app (available on Google Play/Apple Store) ➢ Live Chat @ Ask unifi via unifi.com.my. ➢ Facebook at facebook.com/weareunifi ➢ Twitter at @helpmeunifi.