




**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
Become unifi Rewards Merchant**

NO	QUESTION	ANSWER
1.	<b>What is unifi Rewards?</b>	<ul style="list-style-type: none"> <li>▪ Our unifi Rewards, formerly known as TM Rewards is a loyalty programme exclusively for unifi customers.</li> <li>▪ We aspire to drive a converged digital experience to all of our customers and one of the ways of doing so is by digitising their rewards experience.</li> <li>▪ Customer will earn one (1) point for every 1 Ringgit spent when they pay their home and mobile (postpaid only) bills on time. The accumulated points can then be redeemable with exciting voucher/item.</li> <li>▪ Through this programme, customer also can enjoy special discount/privileges from participating merchant and partners.</li> </ul>
2.	<b>What is unifi Rewards merchant?</b>	<ul style="list-style-type: none"> <li>▪ unifi Rewards merchant is participated merchants in monthly deals on marketing collaboration to bring more values to members as part of unifi Rewards programme.</li> <li>▪ SME business owners with a valid SSM business registration number are welcome to register as unifi Rewards merchant.</li> </ul>
3.	<b>How do I become a unifi Rewards Merchant?</b>	<ul style="list-style-type: none"> <li>▪ It's easy! You can register your interest via unifi Rewards Landing Page at <a href="https://home.unifi.com.my/rewards">https://home.unifi.com.my/rewards</a> .</li> <li>▪ To start, tap on 'Become a Merchant' banner and follow the simple steps as below:</li> </ul> <div data-bbox="696 1505 1328 1854" style="border: 1px solid #0056b3; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #0056b3; color: white; padding: 5px;"><b>Here is how you can register your business as our unifi Rewards merchant:</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><b>STEP 1:</b> Go to <a href="https://home.unifi.com.my/rewards">https://home.unifi.com.my/rewards</a> and tap on "Become a merchant banner"</p> </div> <div style="text-align: center;">  <p><b>STEP 2:</b> Register by entering all the requirement information</p> </div> <div style="text-align: center;">  <p><b>STEP 3:</b> We will assess your business and email the approval</p> </div> </div> </div>

NO	QUESTION	ANSWER
4.	<b>Is there any registration fee or charges to become a merchant?</b>	<ul style="list-style-type: none"> <li>▪ The enrolment is for FREE and you only need to provide the special discount/privileges for members to enjoy and engage with your brand.</li> </ul>
5.	<b>What is the criteria to become a merchant?</b>	<ul style="list-style-type: none"> <li>▪ Criteria of merchants:               <ol style="list-style-type: none"> <li>1. Company reputation – company with good and reliable reputation, Register in google map to review.</li> <li>2. Channel distribution – nationwide presence or having wide outlet distribution</li> <li>3. Offering – Exclusive offering &amp; certified halal for F&amp;B</li> <li>4. Financial commitment – No upfront commitment &amp; subsidizing from TM and customer</li> <li>5. After sales support – Good availability or Call Centre/helpdesk</li> </ol> </li> </ul>
6.	<b>How do I know my registration is completed and successful?</b>	<ul style="list-style-type: none"> <li>▪ Your submitted form will be assessed and we will contact you for further required documents in order to complete the registration.</li> <li>▪ Once all documents are completed and approved, we will email you the Letter of Appointment.</li> </ul>
7.	<b>What are the documentation required for this registration.</b>	<ul style="list-style-type: none"> <li>▪ Required documents:               <ol style="list-style-type: none"> <li>1. Merchant Assessment Form</li> <li>2. Complete set of SSM registration forms with valid date, address and business information.</li> </ol> </li> </ul>
8.	<b>Who should I contact if I need any assistance or inquiry?</b>	<ul style="list-style-type: none"> <li>▪ Easy, if you wish to explore this great opportunity, please contact your respective Account Manager or visit us at <a href="https://home.unifi.com.my/rewards">https://home.unifi.com.my/rewards</a></li> </ul>