

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G PREPAID**

NO	QUESTION	ANSWER
ORDER PLACEMENT VIA UNIFI MOBILE PREPAID APP		
1.	Will I receive an 'Order Summary' upon successful registration via Unifi Mobile Prepaid App?	<ul style="list-style-type: none"> ▪ Upon successful registration, you will receive your order details via email. If you do not receive the email, please reach out to us at Live Chat or the Support Feedback Form via Unifi Mobile Prepaid app.
2.	Can I change my delivery address / pick up location / reschedule my SIM collection upon successful registration?	<ul style="list-style-type: none"> ▪ We're sorry. Unfortunately, it is not possible to make changes to the order details once registration has been successfully completed.
3.	If I switch to UNI5G Prepaid, can I cancel upon successful registration?	<ul style="list-style-type: none"> ▪ We're sorry, no cancellations or refunds are possible once an order is successfully placed for the switch to UNI5G Prepaid. ▪ Please ensure that all the details of your order are correct before finalizing it.
4.	Do I need to bring any documents for the verification process during SIM collection?	<ul style="list-style-type: none"> ▪ Yes, for the purpose of verification, you are required to be personally present with your original ID/passport in order to receive the SIM.
5.	What happens if my original ID verification details are different from my registration details?	<ul style="list-style-type: none"> ▪ <u>Self-Collection</u> If the details does not match, the ID owner may make the changes in the presence of our Customer Care at TMpoint. ▪ <u>Delivery</u> Scenario 1: If your name and/or registered address does not match, the details will be replaced with the information presented during the verification process. Scenario 2: If your ID number (NRIC/Passport) does not match, our courier partner will be unable to handover the SIM to you due to security reasons. Consequently, the order will be canceled. Therefore, please ensure that you provide the correct ID number during registration.

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6.	<p>If my order is cancelled due to verification failure, can I get a refund of the delivery fee?</p>	<ul style="list-style-type: none"> ▪ We are sorry, but no refunds will be provided. Please ensure that all the details you provide during the registration process are accurate before proceeding to checkout to avoid any inconvenience. 				
7.	<p>Can I cancel my order?</p>	<ul style="list-style-type: none"> ▪ We are sorry. Upon successful registration, you are not allowed to cancel your order. 				
8.	<p>Is there any document needed during SIM collection if I had chosen the self- pickup option?</p>	<ul style="list-style-type: none"> ▪ Please remember to bring your original ID (<i>refer to the table below for reference</i>) and the order summary (<i>sent to your registered email</i>) for verification purposes. <table border="1" data-bbox="701 703 1432 1010"> <thead> <tr> <th data-bbox="701 703 1066 764">MALAYSIANS</th> <th data-bbox="1066 703 1432 764">FOREIGNERS (WORKERS / STUDENTS)</th> </tr> </thead> <tbody> <tr> <td data-bbox="701 764 1066 1010"> MyKad and any latest utility bills <i>(If the mailing address is not the same as the permanent address as per the identification document)</i> </td> <td data-bbox="1066 764 1432 1010"> For Passport: Please provide a working permit (<i>for workers</i>) or a student identification document (<i>for students</i>) along with a supporting document for the mailing address. </td> </tr> </tbody> </table>	MALAYSIANS	FOREIGNERS (WORKERS / STUDENTS)	MyKad and any latest utility bills <i>(If the mailing address is not the same as the permanent address as per the identification document)</i>	For Passport: Please provide a working permit (<i>for workers</i>) or a student identification document (<i>for students</i>) along with a supporting document for the mailing address.
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9.	<p>Where is the nearest TMpoint?</p>	<ul style="list-style-type: none"> ▪ You can find our nearest TMpoint outlets via online at: https://unifi.com.my/support/find-tm-point 				
10.	<p>What should I do if the mobile number delivered to me is different from what I have purchased?</p>	<ul style="list-style-type: none"> ▪ Please contact us via Live Chat using Unifi Mobile Prepaid app or visit the nearest TMpoint. Our friendly frontliners will be available to assist you. 				
11.	<p>What about customers who do not have connectivity at all? How do you address those who have no option to use the app or get bthe nearest TMpoint?</p>	<ul style="list-style-type: none"> ▪ If you don't have an internet connection, please follow the options below to get connected. <ol style="list-style-type: none"> i. Configure your data settings by following these steps: Go to "Settings" ii. Choose "Mobile Network" or "Cellular Network" iii. Choose "Access Point Name" /APN iv. Tap on "Add" or "+" button to change your APN v. Type "Unifi" in the "Name" and "APN" fields vi. Save the settings and set "Unifi" as default <p>If you are still unable to configure the data settings, you can search for free Wi-Fi using wifi@unifi and download our Unifi Mobile Prepaid app. Once you launch the app, you can engage in a Live Chat with our friendly frontliners for further assistance.</p> 				