

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

NO	QUESTION	ANSWER
<b>RM5 CASHBACK FOR MERDEKA AND MALAYSIA DAY</b>		
1.	<b>What is this campaign about?</b>	<ul style="list-style-type: none"> <li>▪ For a limited time period, UNI5G Prepaid subscribers can enjoy RM5 cashback when they purchase the RM35 Monthly Unlimited Pass</li> </ul>
2.	<b>When is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ Subscribers who have made a purchase of RM35 Monthly Unlimited Pass from 24th August 2023 to 20th September 2023 will enjoy an instant RM5 cashback</li> </ul>
3.	<b>Who is eligible to enjoy the cashback reward?</b>	<ul style="list-style-type: none"> <li>▪ All new and existing UNI5G prepaid subscribers who have purchased the RM35 Monthly Unlimited Pass during the stipulated campaign period are entitled to receive the cashback reward</li> </ul>
4.	<b>I am interested, where do I sign up?</b>	<ul style="list-style-type: none"> <li>▪ For existing UNI5G Prepaid subscribers, you may               <ol style="list-style-type: none"> <li>I. Download and launch Unifi Mobile Prepaid App on your smart phone device</li> <li>II. Ensure you have sufficient amount in your account balance (<i>at least RM35</i>)</li> <li>III. In the App, select “Buy Passes” and select “Monthly Unlimited” for the RM35 Monthly Unlimited Pass</li> <li>IV. Once the Monthly Unlimited pass is selected, click “BUY NOW” and your account balance will be deducted, activating the internet pass</li> <li>V. You will receive a pop-up notification confirming the successful purchase, as well as another notification on the credit of the RM5 cashback reward</li> </ol> </li> <li>▪ If you are not a UNI5G Prepaid subscriber yet, you can obtain the UNI5G Prepaid starter pack from               <ol style="list-style-type: none"> <li>I. Unifi Mobile Prepaid App (<i>self-registration</i>)</li> <li>II. Unifi Mobile Dealers</li> </ol> </li> <li>▪ Upon activating your UNI5G Prepaid starter pack, you can follow the above steps to purchase the Monthly Unlimited pass and enjoy the cashback</li> </ul>
5.	<b>I am a UNI5G postpaid subscriber, can I get the RM5 cashback reward?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, this campaign is exclusively for UNI5G Prepaid subscribers only</li> </ul>

NO	QUESTION	ANSWER
6.	<b>How do I claim the RM5 cashback after subscribing to the RM35 Monthly Unlimited Pass?</b>	<ul style="list-style-type: none"> <li>▪ The RM5 cashback will be credited to your UNI5G Prepaid account balance automatically upon successfully purchasing the RM35 Monthly Unlimited Pass</li> <li>▪ There is no extra step required from you after purchasing the RM35 Monthly Unlimited Pass</li> </ul>
7.	<b>How long does it take for the RM5 cashback to be credited?</b>	<ul style="list-style-type: none"> <li>▪ RM5 cashback will be credited immediately to your UNI5G Prepaid account balance upon the successful purchase of the RM35 Monthly Unlimited Pass</li> </ul>
8.	<b>Are there any expiry dates that come with the RM5 cashback credit?</b>	<ul style="list-style-type: none"> <li>▪ No, there is no expiry date on the RM5 cashback credit</li> <li>▪ The cashback will be credited to your UNI5G prepaid account balance, adding on to your existing credit balance</li> <li>▪ You may use the credit as long as your UNI5G prepaid subscription is active</li> </ul>
9.	<b>What can I do with the RM5 cashback credit?</b>	<ul style="list-style-type: none"> <li>▪ You can use the credit for all services offered by UNI5G Prepaid, such as subscribing to internet passes and call passes, making outgoing phone calls, IDD calls, and sending SMS</li> </ul>
10.	<b>How do I know if the RM5 cashback is successfully credited to my account?</b>	<ul style="list-style-type: none"> <li>▪ You will receive a pop up notification from your Unifi Mobile Prepaid App after the RM5 cashback is credited to your UNI5G Prepaid account balance</li> <li>▪ RM5 will be added to your existing credit balance</li> <li>▪ For example, if you have RM10 credit balance in your account after purchasing the RM35 Monthly Unlimited Pass, you will receive the pop-up notification and your new credit balance will now be RM15</li> </ul>
11.	<b>If I have purchased the Monthly Unlimited pass and purchased again upon subscription period end, is the second purchase entitled to the cashback reward?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you will receive the RM5 cashback reward each and every time you purchase the RM35 Monthly Unlimited Pass during the campaign period</li> </ul>

NO	QUESTION	ANSWER
12.	<b>If I have more than 1 UNI5G Prepaid SIM/account, are all of the accounts eligible to receive the cashback?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the RM5 cashback will be credited to all UNI5G Prepaid accounts that have purchased Monthly Unlimited Pass</li> <li>▪ Please note that the RM5 cashback will be credited to the SIM/account that has purchased the Monthly Unlimited Pass only</li> </ul>
13.	<b>I have successfully purchased the RM25 Monthly Quota Pass, will I receive the RM5 cashback reward?</b>	<ul style="list-style-type: none"> <li>▪ Sorry, the RM5 cashback will be credited upon the purchase of RM35 Monthly Unlimited Pass only</li> <li>▪ Monthly Quota Pass purchases are not eligible for the RM5 cashback reward</li> </ul>
14.	<b>Who should I contact if I need further assistance, or further service enquiry?</b>	<ul style="list-style-type: none"> <li>▪ You can contact us via:               <ol style="list-style-type: none"> <li>I. Live Chat at Unifi Mobile Prepaid App</li> <li>II. Facebook at <a href="http://www.facebook.com/weareunifi/">http://www.facebook.com/weareunifi/</a></li> <li>III. Twitter at @helpmeunifi</li> </ol> </li> </ul>

*[The remaining of this page is left blank intentionally]*