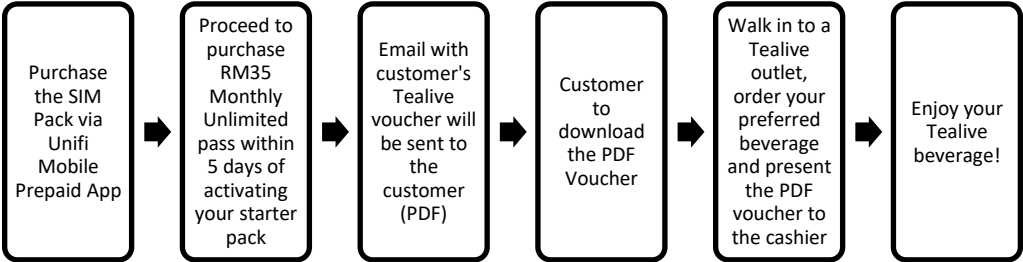


**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
FREE RM10 TEALIVE VOUCHER CAMPAIGN**

NO	QUESTION	ANSWER
<b>FREE RM10 TEALIVE VOUCHER CAMPAIGN</b>		
1.	<b>What is the purpose of this campaign?</b>	For a limited time, when new UNI5G Prepaid subscribers buy a UNI5G Prepaid Starter Pack and a RM35 Monthly Unlimited Pass through the Unifi Mobile Prepaid app, they can get a RM10 Tealive Voucher. It is our way of saying thank you and giving you a little extra treat!
2.	<b>When is the campaign period?</b>	The campaign is set to kick off on 15 November 2023, and it will run for a limited time until further notice. It is available for the first 35,000 eligible customers.
3.	<b>Who gets to enjoy the RM10 Tealive voucher?</b>	All new UNI5G Prepaid subscribers who purchase the UNI5G Prepaid starter pack through the Unifi Mobile Prepaid app and buy the RM35 Monthly Unlimited plan within 5 days of activation during the campaign period are entitled to receive the cashback reward. It's available for the first 35,000 eligible customers. Enjoy your voucher!
4.	<b>I am interested, how do I sign up?</b>	<ol style="list-style-type: none"> <li>1. Download the Unifi Mobile Prepaid app via Apple Appstore or Google Play store.</li> <li>2. After a successful download and installation, launch the UNI5G Prepaid app on your smartphone. Proceed to self-register your account and select either "Self-Pick Up" or "Deliver to doorstep" option.</li> <li>3. Once you have received your UNI5G SIM card, insert it and activate your SIM.</li> </ol> <ul style="list-style-type: none"> <li>▪ After you have registered for UNI5G Prepaid, you may: <ol style="list-style-type: none"> <li>I. Ensure that you have a sufficient amount in your UNI5G Prepaid account balance (at least RM35). In the App, select "Buy Passes" and select "Monthly Unlimited" for the RM35 Monthly Unlimited Pass</li> <li>II. Once the Monthly Unlimited pass is selected, click "BUY NOW" and your account balance will be deducted, thereby activating the internet pass.</li> <li>III. You will receive a pop-up notification confirming the successful purchase.</li> </ol> </li> <li>▪ An email containing your RM10 Tealive digital voucher will be sent to you within 7 days of successfully purchasing your RM35 Monthly Unlimited pass.</li> </ul>

NO	QUESTION	ANSWER
5.	<p><b>I am a UNI5G Postpaid subscriber, can I get the RM10 Tealive voucher reward?</b></p>	<ul style="list-style-type: none"> <li>▪ Unfortunately, this campaign is exclusively for new UNI5G Prepaid subscribers only</li> </ul>
6.	<p><b>How do I receive the RM10 Tealive voucher after subscribing to the RM35 Monthly Unlimited Pass?</b></p>	<ul style="list-style-type: none"> <li>▪ Upon successfully purchasing the RM35 Monthly Unlimited Pass within 5 days of activating your starter pack, the RM10 Tealive voucher will be sent to your registered email address within 7 days of purchasing RM35 Monthly Unlimited pass (subject to voucher availability)</li> </ul>
7.	<p><b>How long does it take to receive the RM10 Tealive voucher?</b></p>	<ul style="list-style-type: none"> <li>▪ Eligible subscribers will receive the voucher within 7 days of successfully purchasing the RM35 Monthly Unlimited plan (subject to voucher availability)</li> </ul>
8.	<p><b>Is there an expiry date on the RM10 Tealive voucher?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, all Tealive vouchers come with an expiry date as specified in the digital voucher. Any vouchers that have not been utilised within the validity period (expired vouchers) will be forfeited and are not allowed for any refunds</li> </ul>
9.	<p><b>What can I do with the RM10 Tealive voucher?</b></p>	<ul style="list-style-type: none"> <li>▪ You can use the voucher for all Tealive beverages priced below than RM10.</li> <li>▪ If the cost of the preferred Tealive beverage exceeds RM10, customers are required to pay the difference after deducting the RM10 voucher value.</li> <li>▪ Vouchers cannot be exchanged for cash. Vouchers are not valid in conjunction with other promotions and/or vouchers.</li> <li>▪ Expiry date as stated on the voucher applies.</li> </ul>
10.	<p><b>What if the chosen Tealive beverage costs less than RM10?</b></p>	<ul style="list-style-type: none"> <li>▪ If the preferred Tealive beverage costs less than RM10, the remaining balance of which will be considered forfeited and will not be refunded to the customer</li> </ul>
11.	<p><b>How do I know if I have successfully received RM10 Tealive voucher?</b></p>	<ul style="list-style-type: none"> <li>▪ You will receive an e-mail with the RM10 Tealive digital voucher from Unifi Mobile Prepaid</li> </ul>

NO	QUESTION	ANSWER
12.	<p>If I have purchased the Monthly Unlimited pass and purchased it again upon subscription period ends, am I entitled to receive another Free RM10 Tealive voucher?</p>	<ul style="list-style-type: none"> <li>No, you will only receive the RM10 Tealive voucher for each successful registration of UNI5G Prepaid starter pack and purchase RM35 Monthly Unlimited Pass within 5 days of activating the SIM during the campaign period</li> </ul>
13.	<p>What steps are necessary to redeem the Free RM10 Tealive Voucher</p>	<ul style="list-style-type: none"> <li>The journey to redeem the Free RM10 Tealive Voucher involves the following steps:</li> </ul>  <pre> graph LR     A[Purchase the SIM Pack via Unifi Mobile Prepaid App] --&gt; B[Proceed to purchase RM35 Monthly Unlimited pass within 5 days of activating your starter pack]     B --&gt; C[Email with customer's Tealive voucher will be sent to the customer (PDF)]     C --&gt; D[Customer to download the PDF Voucher]     D --&gt; E[Walk in to a Tealive outlet, order your preferred beverage and present the PDF voucher to the cashier]     E --&gt; F[Enjoy your Tealive beverage!]     </pre>
14.	<p>If I already have 5 UNI5G Prepaid SIMs / accounts, can I still register for a new SIM to redeem this RM10 Tealive promotion?</p>	<ul style="list-style-type: none"> <li>Unfortunately no. Each registered user is only allowed to have a maximum of 5 registered UNI5G Prepaid SIMs or accounts.</li> </ul>
15.	<p>I have successfully registered for the UNI5G Prepaid Starter Pack and purchased RM25 Monthly Quota Pass. Will I receive the RM10 Tealive voucher reward?</p>	<ul style="list-style-type: none"> <li>Sorry, the RM10 Tealive voucher can only be redeemed if you have registered for the UNI5G Prepaid Starter Pack and purchased the RM35 Monthly Unlimited Pass.</li> <li>Monthly Quota Pass purchases are not eligible for the RM10 Tealive voucher reward.</li> </ul>

NO	QUESTION	ANSWER
16.	<b>Is this voucher valid at any Tealive outlets?</b>	<ul style="list-style-type: none"><li>▪ The RM10 Tealive voucher is valid for a single use at any outlets, except for AEON Delica, MaxValue, Cold Storage KLCC, Kidzania, KLIA 2, and Tealive Plus.</li><li>▪ For a complete list of exempted outlets, please visit: <a href="https://www.tealive.com.my/voucher">https://www.tealive.com.my/voucher</a></li></ul>
17.	<b>Who should I contact if I need further assistance, or further service enquiries?</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/X at @helpmeunifi</li></ol></li></ul>

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