

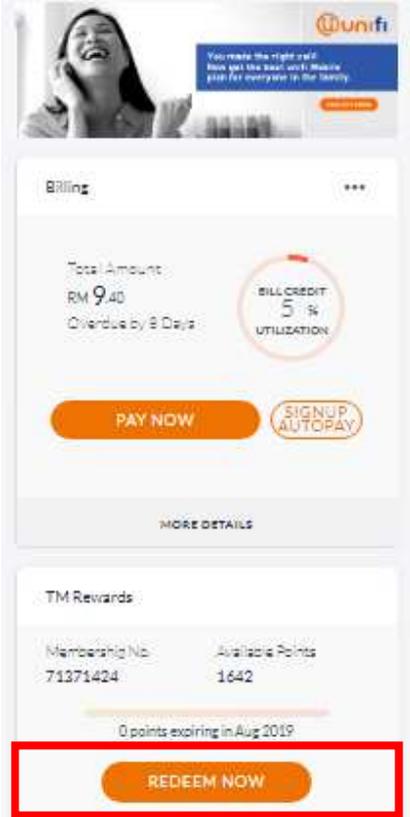
**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi REWARDS**

HOLDING STATEMENT

To address the migration of TM Rewards members to unifi rewards.

HOLDING STATEMENT	
MESSAGING	<ul style="list-style-type: none"> ▪ Effective 30 August 2019, our TM Rewards loyalty programme will be known as unifi rewards. ▪ For the existing TM Rewards members, their accumulated points will be automatically transferred to unifi rewards. Customers do not need to perform re-registration, however they are encouraged to register/login to unifi self-care portal account to access to unifi rewards.

NO	QUESTION	ANSWER
ABOUT unifi REWARDS		
1.	What is unifi rewards?	<ul style="list-style-type: none"> ▪ Our unifi rewards, formerly known as TM Rewards is a loyalty programme exclusively for unifi customers. ▪ 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. ▪ You will earn one (1) point for every Ringgit spent when you pay your bills on time. The accumulated points can then be redeemable with exciting gifts.
2.	I want to join! How do I sign up for unifi rewards membership?	<ul style="list-style-type: none"> ▪ It's easy! All you need to do is to give consent to opt in as a registered unifi rewards member via unifi portal. ▪ For quick and hassle-free registration, simply login to your unifi self-care portal and tick the check box to join the programme. You will earn 200 free unifi rewards welcome points once you register as a unifi rewards member.

NO	QUESTION	ANSWER
3.	<p>I am an existing TM Rewards member, do I need to re-register for unifi rewards membership?</p>	<ul style="list-style-type: none"> No. For existing TM Rewards members, your accumulated points will be automatically transferred to your unifi rewards. You do not need to perform the registration process all over again. The only difference is that you will need to register/login to unifi self-care portal to access to unifi rewards.
4.	<p>I already have a self-care account. Can you guide me on how to access to unifi rewards?</p>	<ul style="list-style-type: none"> All you need to do is login to your self-care portal with your registered username and password, then click the “Redeem Now” button on the right side bar to perform your redemption activities.
5.	<p>I want to track my accumulated points. How do I check my points?</p>	<ul style="list-style-type: none"> Simply login to self-care portal, then click the “Redeem Now” button. You’ll be able to view your accumulated points and perform redemption activities. Below is a screenshot for reference:  <p>The screenshot shows the unifi self-care portal interface. At the top, there is a banner with a woman on the phone and the unifi logo. Below the banner, there is a 'Billing' section with a total amount of RM 9.40, due by 9 days, and a 5% bill credit utilization. There are 'PAY NOW' and 'SIGNUP AUTOPAY' buttons. Below the billing section is the 'TM Rewards' section, which displays the membership number 71371424 and 1642 available points. A note indicates that 0 points are expiring in Aug 2019. A red box highlights the 'REDEEM NOW' button at the bottom of the rewards section.</p>

NO	QUESTION	ANSWER
6.	Is there any registration fee or monthly charges to become a member?	<ul style="list-style-type: none"> ▪ No. The membership is free of charge. So why wait? Join in now!
7.	Do I need to renew my membership?	<ul style="list-style-type: none"> ▪ No. The membership is free for life.
EARNING POINTS		
1.	How do I earn points?	<ul style="list-style-type: none"> ▪ You can earn points every time you pay your bills on time. ▪ Points can also be accumulated through unifi campaigns or events. <ul style="list-style-type: none"> ▪ Points can be earned only for payment on current charges and applicable for full payment made on overdue amount. ▪ Payment must be made before or on the due date stated in the bill to be eligible for rewards points. ▪ One (1) rewards point is awarded for each RM1 paid.
2.	How does rewards points awarded?	<ul style="list-style-type: none"> ▪ One (1) Rewards point is awarded for each RM1 paid to the nearest ringgit. <ul style="list-style-type: none"> ▪ Round-up point if with decimal \geq RM0.50 ▪ Round-down point if with decimal $<$ RM0.50
3.	I am a unifi subscriber and I have a house phone at home. Am I entitled to collect points?	<ul style="list-style-type: none"> ▪ Yes, you are entitled to both. Points are eligible for unifi voice and broadband plans.
4.	Do I get points for my unifi Mobile bill?	<ul style="list-style-type: none"> ▪ We're currently working on getting our unifi Mobile subscribers on board unifi rewards too. ▪ Please stay tuned as we will announce more exciting updates in the future.

NO	QUESTION	ANSWER
5.	How do I know if I am eligible for points when I make payment?	<ul style="list-style-type: none"> You are definitely eligible to accumulate points if the total payment made is equal or more than the overdue amount. However, if the total payment made is less than or equal to the overdue amount, no reward points will be rewarded.
6.	My bill is due on 31 August but I made a payment on 2 September. Am I still entitled to earn points?	<ul style="list-style-type: none"> Unfortunately, you will not earn any points since you made a late payment (after the due date) and payment of overdue charges does not qualify for earning points.

PAYMENT SCENARIO: CURRENT MONTH CHARGES OF RM130

Scenario (a) If total payment amount is equal to overdue amount (full payment)

1.	My current bill is RM130 but my overdue amount is RM 140 (outstanding amount of RM10). I made a payment of RM140. How much points do I earn?	<ul style="list-style-type: none"> You will earn 130 unifi rewards points.
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Scenario (b) If total payment amount less than overdue charges (partial payment)

1.	My outstanding amount of RM10 but I have made payment of RM20. How much points do I earn?	<ul style="list-style-type: none"> You will earn 10 unifi rewards points.
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Scenario (c) If total payment is more than overdue charges (overpayment)

1.	My overdue charges are RM 140	<ul style="list-style-type: none"> You will earn 130 unifi rewards points. Points will be earned for payment of the current charges of the month.
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NO	QUESTION	ANSWER
	(outstanding amount of RM10). I have made payment of RM200. How much points do I earn?	
Scenario (d) If partial payment is equal to the outstanding amount		
1.	My overdue charges are RM 140 (outstanding amount of RM10). I made payment of RM10. How much points do I earn?	<ul style="list-style-type: none"> ▪ You will not earn any unifi rewards points as you only paid for the outstanding amount (RM10).
REDEEMING POINTS		
1.	I have 200 points when I self-register for unifi rewards. When can I start redeeming rewards with my points?	<ul style="list-style-type: none"> ▪ You can redeem as soon as you have sufficient points in your active membership account. In this case, you can immediately redeem your 200 unifi rewards points.
2.	What is the minimum accumulated points for redemption?	<ul style="list-style-type: none"> ▪ You will need a minimum of 100 unifi rewards points for redemption.
3.	What can I do with 100 unifi rewards points?	<ul style="list-style-type: none"> ▪ You have the option of requesting for bill rebate or donate your accumulated points to selected NGOs with as low as 100 unifi rewards points.
4.	Is there a maximum amount for bill rebate?	<ul style="list-style-type: none"> ▪ The maximum amount for redemption will depend on the segments below: <ul style="list-style-type: none"> ▪ Consumer RM200 ▪ Small Medium Enterprise RM300 ▪ Medium Enterprise Business RM500
5.	When will I receive my TM bill rebate once I have submitted the order?	<ul style="list-style-type: none"> ▪ Your rebate will be reflected automatically in the next month's bill as a bill/credit adjustment.

NO	QUESTION	ANSWER
6.	I am currently subscribed to unifi TV, can I redeem movies with my unifi rewards points?	<ul style="list-style-type: none"> ▪ Yes, with only 1000 unifi rewards points, you'll get to enjoy one (1) Hyppflicks+ movie voucher.
7.	Where do I use my Hyppflicks+ voucher?	<ul style="list-style-type: none"> ▪ The voucher code can only be used for viewing via unifi TV under Hyppflicks+ channel (Channel 431).
8.	I am a PlayTV user, can I redeem Hyppflicks+ voucher and watch it on my devices?	<ul style="list-style-type: none"> ▪ The voucher code can only be used for viewing via unifi TV under Hyppflicks+ channel (Channel 431).
9.	Can I make offline redemption at any TMpoint outlets?	<ul style="list-style-type: none"> ▪ Yes, if you prefer physical interaction, you can still walk-in to selected TMpoint outlets nationwide to make On-The-Spot redemption (OTS).
10.	What can I redeem at TMpoint?	<ul style="list-style-type: none"> ▪ You can redeem for unifi merchandises such as Team Malaysia Jersey, umbrella, thumb drive and many other attractive merchandises at selected TMpoint nationwide.
11.	My unifi service account has been suspended, can I still redeem my unifi rewards points?	<ul style="list-style-type: none"> ▪ Kindly note that the status of your Membership Account is linked to your unifi service account. In the event that your unifi account is suspended, you will only be able to redeem points for unifi bill rebate to help you settle the total amount due.
EXPIRY DATE		
1.	Is there any expiry date to my points?	<ul style="list-style-type: none"> ▪ Yes there is. Your points are valid for 36 months and will be forfeited upon reaching the expiry date. ▪ Deduction of points will be based on first-in-first-out basis. <ul style="list-style-type: none"> ▪ For example, unifi rewards points earned in September 2019 will expire in September 2022.
2.	I have earned some points through unifi campaigns and events. Is there any	<ul style="list-style-type: none"> ▪ unifi rewards points accumulated during campaigns / events are valid for six (6) months. ▪ For example, points earned in September 2019 will expire in February 2020.

NO	QUESTION	ANSWER
	<p>expiry date for my points?</p>	
3.	<p>I have missed tracking on my accumulated points. I have accumulated 2,000 points and it has now expired. Can I request to reinstate the points?</p>	<ul style="list-style-type: none"> ▪ We're sorry, any expired points are not returnable to the member.
MEMBERSHIP TERMINATION		
1.	<p>I would like to terminate my membership, what should I do?</p>	<ul style="list-style-type: none"> ▪ There is no option for termination. As long as you still have services with unifi, you will earn one (1) point for every Ringgit spent when you pay your bills before the due date. ▪ The accumulated points can then be redeemable with exciting gifts.
2.	<p>I have multiple unifi services but I have recently terminated one (1) of the services. Am I still considered a member?</p>	<ul style="list-style-type: none"> ▪ Yes, you are still a member as you still have an active unifi service subscription.
3.	<p>I have terminated all my unifi services, what will happen to my membership?</p>	<ul style="list-style-type: none"> ▪ Your membership will be terminated when you no longer have any active service subscriptions with unifi.
4.	<p>What will happen to my accumulated points if my membership is terminated?</p>	<ul style="list-style-type: none"> ▪ All your active points will automatically be forfeited once your membership is terminated.

NO	QUESTION	ANSWER
5.	I decided to re - subscribe to unifi. Can I reinstate my unifi rewards points membership?	<ul style="list-style-type: none"> ▪ We're sorry, but any new subscription after termination period will be treated as a new application with a new membership account.
6.	I am a business owner and my business has extended to become an enterprise. What will happen to my membership?	<ul style="list-style-type: none"> ▪ If you've been upgraded to enterprise, your membership will be terminated. ▪ Don't worry, your SME Consultant will notify you about the termination and assist you with the necessary steps for redemption prior to the termination.
7.	What about my accumulated points?	<ul style="list-style-type: none"> ▪ Your points will be forfeited within 30 days. ▪ Your SME Consultant will notify you about the termination and assist you with the necessary steps for redemption prior to the termination.
8.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Easy, feel free to reach us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ Live Chat with us via unifi self-help portal at https://unifi.com.my/chat or at myunifi app. ▪ You can also visit any of the TMpoint outlets nationwide for further assistance.