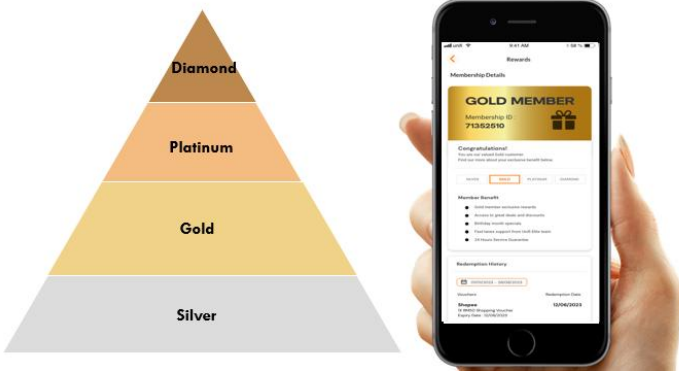


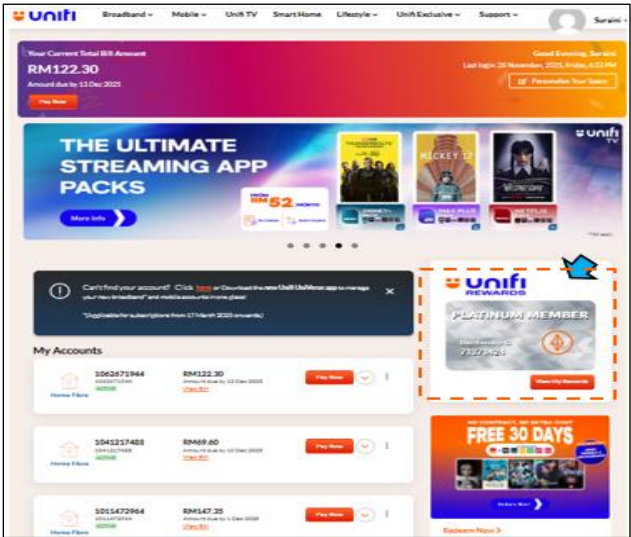
FREQUENTLY ASKED QUESTIONS (FAQ) ON UNIFI REWARDS: WHAT'S CHANGING & WHAT TO DO NEXT

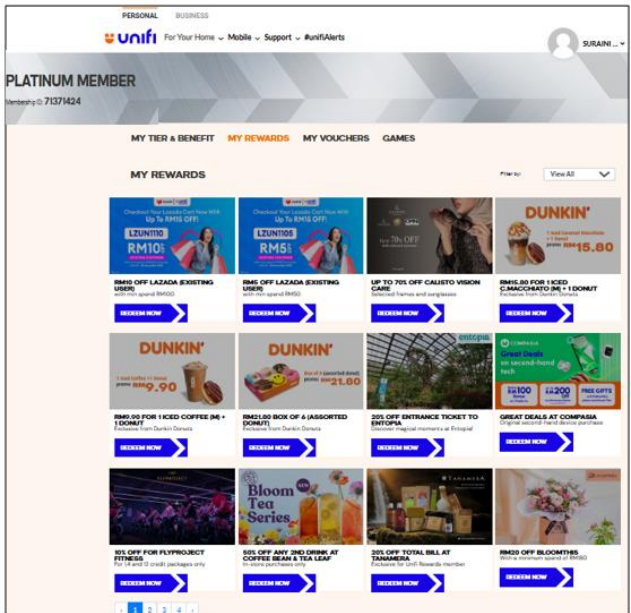
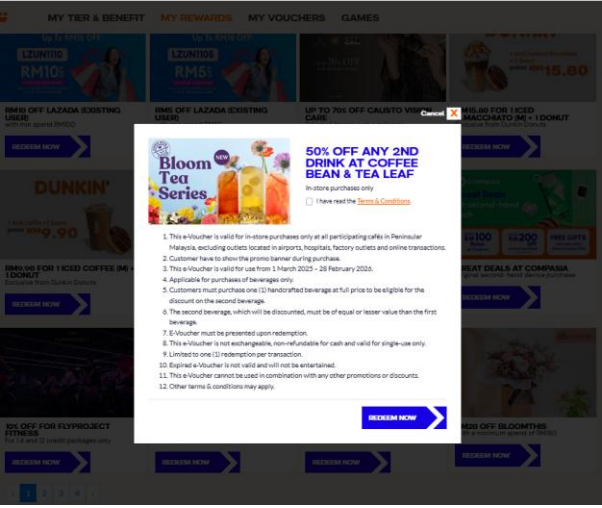
NO.	QUESTION	ANSWER
ABOUT UNIFI REWARDS		
1.	What is Unifi Rewards?	<ul style="list-style-type: none"> Unifi Rewards is our loyalty programme created to thank and recognise you for being with Unifi. Since November 2023, the program has shifted from a point-based system to a tier-based experience, where you no longer need to collect or track points to enjoy your benefits. Your tier is determined by: <ul style="list-style-type: none"> Your active Unifi service/product subscriptions How long you've been with Unifi Your monthly spending Rewards and privileges are automatically given based on your tier, making your experience smoother and more seamless.
2.	What are the tiers in the Unifi Rewards Tiering Loyalty Programme?	<ul style="list-style-type: none"> The programme has four (4) tiers: Silver, Gold, Platinum, and Diamond. Each tier unlocks its own exclusive benefits and offers, based on your eligibility. <div style="text-align: center;">  </div>

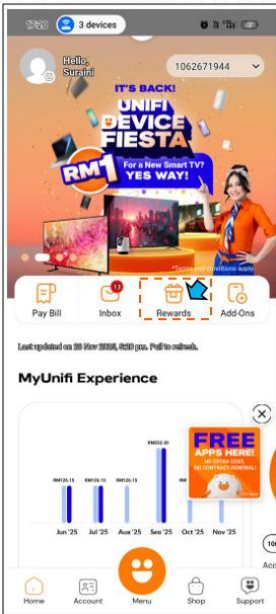
NO.	QUESTION	ANSWER
3.	What are the changes to Unifi Rewards?	<ul style="list-style-type: none"> Unifi Rewards will officially end on 20 January 2026. Until then, you can continue to use any active vouchers. After that date, the programme, including all tier benefits, will no longer be available.
4.	When is the last day to redeem my vouchers?	<ul style="list-style-type: none"> The final day to redeem any rewards or vouchers is 20 January 2026. No redemptions will be accepted after this date.
5.	Why is the Unifi Rewards programme ending?	<ul style="list-style-type: none"> We're moving forward with something even better. Unifi Rewards has always been about appreciating your loyalty — and that's not changing. What is changing is how we reward you, with more meaningful offers and experiences built right into your Unifi services. Over time, we've learnt that many customers value benefits that are directly connected to their Unifi experience such as exclusive deals, special offers and bundled promos. That's why we're now shifting our focus to rewards that support your everyday digital lifestyle like 5G smartphones, iPads, smart TVs and smart AI cameras. By wrapping up the Unifi Rewards programme, we can now offer more of the things that matter to you, without requiring any sign-up or membership. To discover the latest deals and offers made just for you, simply check the MyUnifi app anytime. Don't forget to redeem any remaining vouchers before 20 January 2026, as we won't be able to process them after this date. For questions about partner offers and redemptions, you may contact the respective brand directly.
6.	Will I receive any notification before the programme ends?	<ul style="list-style-type: none"> Yes, you'll be personally notified ahead of time through channels such as email and in-app notifications, so you'll have a clear reminder before the programme officially ends.

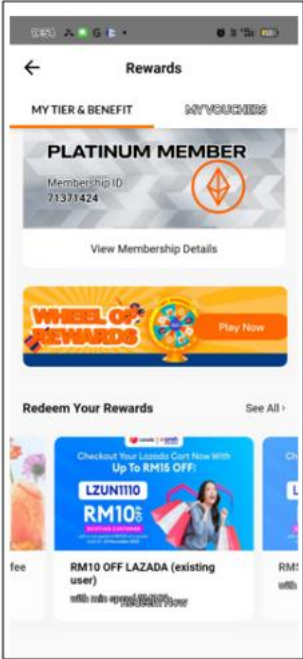

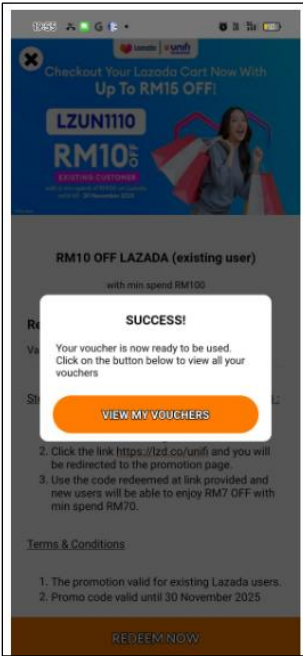
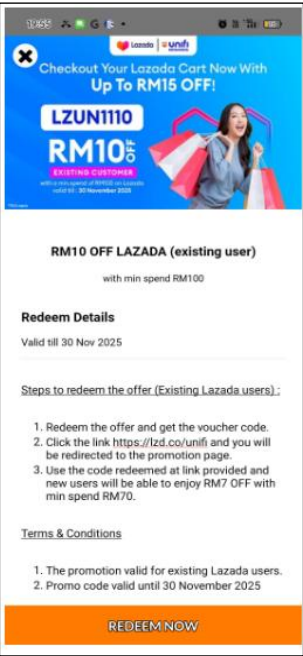
NO.	QUESTION	ANSWER
7.	What will happen to my current tier (Silver, Gold, Platinum or Diamond)?	<ul style="list-style-type: none"> You can continue enjoying your current tier benefits until 20 January 2026. After that, the Unifi Rewards tiering system will be discontinued automatically. No action is needed on your part.
8.	What happens to the Rewards page after 20 January 2026?	<ul style="list-style-type: none"> The Unifi Rewards page will be permanently removed after 20 January 2026. Once taken down, you'll no longer be able to view or access your vouchers through the portal or app.
9.	Can I still use my vouchers after the programme ends?	<ul style="list-style-type: none"> Yes, as long as your vouchers were redeemed before 20 January 2026, you may continue to use them until the expiry date shown on each voucher — even after the programme ends.
10.	Some of my vouchers expire after 20 January 2026. What should I do?	<ul style="list-style-type: none"> All vouchers will continue to follow their original expiry dates. However, since the Rewards page will no longer be accessible after 20 January 2026, we strongly encourage you to: <ul style="list-style-type: none"> Retrieve, screenshot or save all voucher details (including voucher codes, expiry dates and T&Cs) before 20 January 2026. Use your vouchers before they expire. Please note: Once the page is removed, Unifi will not be able to retrieve, reissue or replace any voucher information.
11.	Can I redeem any new vouchers after 20 January 2026?	<ul style="list-style-type: none"> No. All voucher redemptions will end on 20 January 2026. Only vouchers redeemed before this date may be used, and only until their respective expiry dates.
12.	Why do I need to save or use my vouchers before 20 January 2026?	<ul style="list-style-type: none"> Because the Rewards page will be taken down permanently after 20 January 2026. If you don't save your voucher details before then, you won't be able to view or access them anymore — which

NO.	QUESTION	ANSWER
		means you may lose the chance to use your vouchers, even if they're still valid.
13.	Is the programme closing permanently?	<ul style="list-style-type: none"> Yes, the Unifi Rewards loyalty programme will officially end on 20 January 2026.
14.	What happens to my unused vouchers after 20 January 2026?	<ul style="list-style-type: none"> Any vouchers that have not been used by their expiry dates will no longer be valid. They also cannot be extended, refunded or replaced, so we strongly encourage you to use them while they're still available.
15.	Can I transfer my vouchers to someone else?	<ul style="list-style-type: none"> No. All vouchers and benefits are non-transferable and can only be used by the registered account holder.
16.	What should I do if a voucher isn't working?	<ul style="list-style-type: none"> If it's a partner voucher, please contact the partner directly. You'll find their contact details and instructions in the voucher information. As the offers are managed by the partners themselves, they'll be the best point of contact for help or support.
17.	Will there be a new rewards programme?	<ul style="list-style-type: none"> Not at the moment. We're focusing on bringing you better value through exclusive device discounts, subscription waiver promotions, improved service/product bundles and more — all built into your Unifi experience. Even without a loyalty programme, we want every moment with Unifi to feel rewarding for you.
REDEEMING REWARDS		
1.	How do I redeem my rewards?	<ul style="list-style-type: none"> You can redeem your rewards through the Unifi Selfcare portal or the MyUnifi app. Follow the steps below based on your preferred option:

NO.	QUESTION	ANSWER
		<p><u>Via Unifi Selfcare Portal</u></p> <p>Step 1: Log in at https://selfcare.unifi.com.my/. Your rewards membership information will be displayed on the right sidebar.</p>  <p>Step 2: Click the 'VIEW MY REWARDS' button and you'll be redirected to the Rewards portal.</p> <p>Step 3: On the Rewards portal, you can view your tier and available benefits.</p> <p>Step 4: Click 'VIEW AVAILABLE REWARDS' or go to the 'MY REWARDS' tab.</p>

NO.	QUESTION	ANSWER
		 <p>Step 5: Browse the available rewards, select the one you'd like, and redeem it.</p> <p>Step 6: That's it! Your voucher details and redemption code will appear instantly.</p> 

NO.	QUESTION	ANSWER
		<p><u>Via MyUnifi App</u></p> <p>Step 1: Log in to the MyUnifi app. On the dashboard menu, tap the 'Rewards' icon.</p> <p>Step 2: You'll be redirected to the Rewards dashboard.</p>  <p>Step 3: View your tier and benefits at a glance.</p> <p>Step 4: Browse, choose and redeem your preferred rewards.</p>

NO.	QUESTION	ANSWER
		<div><div></div><div></div></div> <p>Step 5: Done! Your voucher details and code will be displayed immediately after redemption.</p> <div><div></div><div></div></div>

NO.	QUESTION	ANSWER
2.	What are the redemption conditions for my rewards?	<ul style="list-style-type: none"> ▪ You may refer to the following conditions when redeeming your rewards: <ul style="list-style-type: none"> i. Membership Status <ul style="list-style-type: none"> • Your Unifi accounts must be <u>active</u> in order for your Unifi Rewards membership to remain active. • If any of your Unifi service accounts are suspended, your Unifi Rewards membership will also be suspended — and you will not be able to redeem any rewards. ii. Type of Rewards <ul style="list-style-type: none"> • Discounts & Deals <ul style="list-style-type: none"> ▪ You may redeem as many as you like before their expiry dates. ▪ All redemptions are subject to availability and while stocks last.
3.	Can I transfer my rewards vouchers to a friend or family member?	<ul style="list-style-type: none"> ▪ We're sorry, your rewards are non-transferable and can only be used by the account holder.
4.	Can I make offline redemptions at any Unifi Store or TMpoint outlets?	<ul style="list-style-type: none"> ▪ No. All rewards are available exclusively via the Unifi Selfcare portal and MyUnifi app.
5.	My Unifi service account is suspended. Can I still redeem my rewards?	<ul style="list-style-type: none"> ▪ Unfortunately, no. Your Unifi Rewards membership is directly linked to your Unifi service account. If your service is suspended, <u>you will not be able to redeem any rewards</u>. ▪ To continue enjoying your rewards, please settle any outstanding bills to reactivate your account.
REWARDS EXPIRY		
1.	Is there an expiry date for my rewards?	<ul style="list-style-type: none"> ▪ Yes. Each reward comes with its own expiry date, which will be clearly stated in the voucher details.

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> Once a reward reaches its expiry date, it will be automatically removed from your 'My Rewards' catalogue.
2.	I missed the chance to redeem my rewards and they've now expired. Can I request to reinstate them?	<ul style="list-style-type: none"> We're sorry, expired rewards cannot be reinstated or extended. But don't worry. You can still explore the latest rewards catalogue and continue redeeming any available offers before their expiry.
MEMBERSHIP TERMINATION		
1.	I'd like to terminate my Unifi Rewards membership. What should I do?	<ul style="list-style-type: none"> There is no manual option to terminate your Unifi Rewards membership. It will remain active as long as you have at least one (1) active Unifi service subscription, and will be automatically terminated once all your Unifi services are cancelled.
2.	I have multiple Unifi services but recently terminated one of them. Am I still a Unifi Rewards member?	<ul style="list-style-type: none"> Yes, you're still an active Unifi Rewards member, as long as you have at least one (1) active Unifi service.
3.	I've terminated all my Unifi services. What will happen to my Unifi Rewards membership?	<ul style="list-style-type: none"> Your Unifi Rewards membership will be automatically terminated once you no longer have any active Unifi subscriptions.
4.	What happens to my rewards if my membership is terminated?	<ul style="list-style-type: none"> Once your membership is terminated, you'll no longer be able to access the Rewards portal and any remaining rewards will be automatically forfeited (<i>i.e., no longer accessible or valid</i>).

NO.	QUESTION	ANSWER
5.	I've re-subscribed to a Unifi service. Will I get my Unifi Rewards membership back?	<ul style="list-style-type: none"> ▪ Yes. When you subscribe to a new Unifi service, your Unifi Rewards membership will be reactivated. ▪ Your membership ID will remain the same, but your tier will be recalculated based on your current active subscription, tenure with Unifi and monthly spending.
6.	Who should I contact if I need assistance or have questions?	<ul style="list-style-type: none"> ▪ We're always here to help. <ul style="list-style-type: none"> • Live chat with us at https://maya.unifi.com.my/ or via the MyUnifi app • Or visit any Unifi Store/TMpoint nationwide for further support.