

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
RM100 SHOPEE VOUCHER EXTENSION**

NO	QUESTION	ANSWER			
ABOUT RM100 SHOPEE VOUCHER EXTENSION					
1.	Can you tell me more about this offer?	<ul style="list-style-type: none"> ▪ This is an exclusive offer for ALL new online sign-ups of eligible home plans under the <i>Syawal with unifi</i> contest via unifi.com.my/syawalwithunifi or myunifi app. ▪ Due to overwhelming of campaign, unifi decided to extend the RM100 Shopee voucher for New Online subscription. 			
2.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ This campaign runs for a limited-time only i.e. from 14 July until 31 August 2021. 			
3.	Can you tell me which plan is eligible to get the voucher?	<ul style="list-style-type: none"> ▪ The eligible plans are as below <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="text-align: center;">unifi Home Fibre Broadband</th> </tr> </thead> <tbody> <tr> <td>New Sign-up</td> </tr> <tr> <td> <ul style="list-style-type: none"> • unifi 30Mbps • unifi 100Mbps • unifi 300Mbps • unifi 500Mbps • unifi 800Mbps </td> </tr> </tbody> </table> ▪ NOTE: Exclude unifi lite (prev known as streamyx) and unifi your world plan. 	unifi Home Fibre Broadband	New Sign-up	<ul style="list-style-type: none"> • unifi 30Mbps • unifi 100Mbps • unifi 300Mbps • unifi 500Mbps • unifi 800Mbps
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4.	How will I receive my RM100 Shopee voucher?	<ul style="list-style-type: none"> ▪ Upon successful subscription via unifi.com.my or myunifi app, you will receive an email from us to your registered email address with unifi with the voucher code on your RM100 Shopee voucher. You are required to reply the email within seven (7) days in order to claim your RM100 Shopee voucher. ▪ If you are not reachable via email after seven (7) days, your voucher offer will be forfeited. We will also attempt to send up to three (3) reminders via email so don't forget to check your inbox regularly. 			
5.	When will I receive the Shopee voucher?	<ul style="list-style-type: none"> ▪ You will receive your Shopee voucher within 30 days after your Free Trial period ends and your unifi account needs to remain active. <p><i>Note: Your unifi Home plan needs to remain active and without any outstanding bill after the 30-days FREE trial period ends.</i></p>			

6.	How do I redeem the Shopee voucher?	<ul style="list-style-type: none"> ▪ Your Shopee voucher will be sent to your registered email address. ▪ Be sure to key-in the Shopee voucher code upon check-out in Shopee app. The discount will be automatically applied for you to enjoy.
7.	Is there any validity period for the Shopee voucher?	<ul style="list-style-type: none"> ▪ Your Shopee voucher comes with a validity period which will be stated together in the email. <p><i>Note: All Shopee voucher will be subjected to terms and conditions as outlined by Shopee.</i></p>
8.	Can I get more than one Shopee voucher?	<p>Each customer is entitled to win only one (1) Shopee voucher worth RM100 for this campaign.</p>
9.	Can I exchange the Shopee voucher that I get for cash?	<p>Please note that all prizes are non-transferable and non-exchangeable.</p>

10.	Who should I contact if I have a problem to use the voucher?	If you face any problem please contact Shopee Customer Service at +603-2298 9222 or visit https://help.shopee.com.my/my/s/
11.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">▪ Read more on unifi Home plans here unifi.com.my/personal/home/fibre-broadband.▪ You can also contact us via these channels as below:<ul style="list-style-type: none">• Live Chat via unifi.com.my or myunifi app• Community at community.unifi.com.my/• Facebook at facebook.com/weareunifi• Twitter at @helpmeunifi