

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR TM BILL PAYMENT VIA FPX & JOMPAY CAMPAIGN**

NO	QUESTION	ANSWER
<b>QUESTIONS ON TM BILL PAYMENT VIA JOMPAY CAMPAIGN</b>		
1.	<b>Tell me more about this campaign.</b>	<ul style="list-style-type: none"> <li>▪ We're currently running a campaign which allows you to enjoy hassle-free payment via FPX and JomPAY for your TM bills while stand a chance to win prizes.</li> <li>▪ All payments for TM bills including unifi, Streamyx, voice and unifi Mobile are eligible to enter this campaign.</li> <li>▪ To enter this campaign, payments must be made via:               <ul style="list-style-type: none"> <li>✓ FPX Current Account and Saving Account (CASA) via myunifi app or unifi portal.</li> <li>✓ JomPAY via Internet and Mobile Banking that linked to your current/savings or credit card account</li> </ul> </li> </ul>
2.	<b>Who is eligible to participate in this campaign?</b>	<ul style="list-style-type: none"> <li>▪ This campaign is open to all TM customers who are subscribing to our unifi, Streamyx, voice and unifi Mobile plans for both Home and Business segments.</li> </ul>
3.	<b>When is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ The campaign starts from <b>1 September 2021 until 30 November 2021</b> for three (3) months.</li> </ul>
4.	<b>I'm interested to participate. Is there any criteria for me to participate in this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Yes. Please ensure that you make FULL payment for your unifi, Streamyx, voice and unifi Mobile bills using FPX via myunifi app/unifi portal or JomPAY via Internet Banking.</li> <li>▪ Please ensure the payment made is for active account (not terminated account)</li> <li>▪ Each successful transaction will be eligible for one (1) entry each month.</li> </ul>

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5.	<b>What are the prizes that I can win under this campaign?</b>	<ul style="list-style-type: none"> <li>▪ There are two (2) categories of prizes:               <ul style="list-style-type: none"> <li>➤ Category 1 is for customers who are performing their transactions via FPX and JomPAY for the first time. The winner will get a one-off RM200 bill rebate.</li> <li>➤ Category 2 is for customers who are already performing transactions via FPX and JomPAY. The winner will get a one-off RM100 bill rebate.</li> </ul> </li> </ul>
6.	<b>How many winners in total for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ We will select 250 winners every month from September to November 2021.</li> </ul>
7.	<b>How do you select the winners?</b>	<ul style="list-style-type: none"> <li>▪ The winners will be selected via randomiser on monthly basis.</li> </ul>
8.	<b>How will I know if I am selected as a winner?</b>	<ul style="list-style-type: none"> <li>▪ You can check your bill and refer to the bill rebate adjustment of RM100 or RM200 after 31 December 2021.</li> </ul>
10.	<b>Is there any charge imposed upon payment made?</b>	<ul style="list-style-type: none"> <li>▪ It's FREE for all channels. No additional charges will be imposed.</li> </ul>
11.	<b>Do I need to submit any supporting documents to participate in this campaign?</b>	<ul style="list-style-type: none"> <li>▪ You don't need to submit any supporting document. Just make FULL payment for your unifi, Streamyx, voice and unifi Mobile bills using FPX via myunifi app/unifi portal or JomPAY via internet Banking.</li> <li>▪ Each successful transaction will be eligible for one (1) entry. For example, customer who made full payment for 3 accounts (Home Broadband, unifi Mobile and Voice) in November 2021 will receive 3 entries for that particular month.</li> </ul>
12.	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ Easy, you can contact us via TM's digital channels such as:               <ul style="list-style-type: none"> <li>▪ Live Chat with TM via the myunifi app</li> <li>▪ unifi self-help portal at <a href="https://unifi.com.my/chat/index.html">unifi.com.my/chat/index.html</a></li> <li>▪ Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>▪ Community at <a href="https://community.unifi.com.my/">https://community.unifi.com.my/</a></li> <li>▪ Twitter at @helpmeunifi</li> </ul> </li> </ul>