



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

NO	QUESTION	ANSWER
QUESTIONS ON TM BILL PAYMENT VIA JOMPAY CAMPAIGN		
1.	Tell me more about this campaign.	<ul style="list-style-type: none">▪ 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.▪ All payments for TM bills including unifi, Streamyx, voice and unifi Mobile are eligible to enter this campaign.▪ To enter this campaign, payments must be made via:<ul style="list-style-type: none">✓ FPX Current Account and Saving Account (CASA) via myunifi app or unifi portal.✓ JomPAY via Internet and Mobile Banking that linked to your current/savings or credit card account
2.	Who is eligible to participate in this campaign?	<ul style="list-style-type: none">▪ 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.
3.	When is the campaign period?	<ul style="list-style-type: none">▪ The campaign starts from 1 September 2021 until 30 November 2021 for three (3) months.
4.	I'm interested to participate. Is there any criteria for me to participate in this campaign?	<ul style="list-style-type: none">▪ 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.▪ Please ensure the payment made is for active account (not terminated account)▪ Each successful transaction will be eligible for one (1) entry each month.
5.	What are the prizes that I can win under this campaign?	<ul style="list-style-type: none">▪ There are two (2) categories of prizes:<ul style="list-style-type: none">➤ 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.



NO	QUESTION	ANSWER
		<ul style="list-style-type: none">➤ Category 2 is for customers who are already performing transactions via FPX and JomPAY. The winner will get a one-off RM100 bill rebate.
6.	How many winners in total for this campaign?	<ul style="list-style-type: none">▪ We will select 250 winners every month from September to November 2021.
7.	How do you select the winners?	<ul style="list-style-type: none">▪ The winners will be selected via randomiser on monthly basis.
8.	How will I know if I am selected as a winner?	<ul style="list-style-type: none">▪ You can check your bill and refer to the bill rebate adjustment of RM100 or RM200 after 31 December 2021.
10.	Is there any charge imposed upon payment made?	<ul style="list-style-type: none">▪ It's FREE for all channels. No additional charges will be imposed.
11.	Do I need to submit any supporting documents to participate in this campaign?	<ul style="list-style-type: none">▪ 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.▪ 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.
12.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">▪ Easy, you can contact us via TM's digital channels such as:<ul style="list-style-type: none">▪ Live Chat with TM via the myunifi app▪ unifi self-help portal at unifi.com.my/chat/index.html▪ Facebook at facebook.com/weareunifi▪ Community at https://community.unifi.com.my/▪ Twitter at @helpmeunifi



Terms and Conditions

Campaign Organizer

Telekom Malaysia Berhad (“TM”) (198401016183 (128740-P)).

Campaign

The “**Campaign**” means “**JomPAY & FPX Your Bills to WIN**” organised by TM in accordance with the Terms and Conditions as stipulated herein.

Campaign Period

This Campaign commences from **1 September 2021 to 30 November 2021**, inclusive of both dates (“**Campaign Period**”).

Eligibility

1. This Campaign is open to all TM’s customers who pay TM’s bill via payment platform, i.e. FPX or JomPAY (“**Eligible Transaction(s)**”) during the Campaign Period.
2. This campaign is eligible for a customer that subscribes to unifi Home, Streamyx, Voice and unifi mobile with active accounts (hereinafter referred to as “**Participant(s)**”).
3. During the Campaign Period and subject to the Terms and Conditions set out herein, any Participant who has performed any of the Eligible Transactions would be automatically deemed to be participating in this Campaign.

Qualification and Rewards

1. Participation Criteria:
 - One (1) full bill successful payment via any of the Eligible Transactions is considered one (1) entry;
 - Participant’s account is still active (not terminated); and
 - Any payment made after the due date does not qualify as an entry.
2. Winners will be randomly selected by TM on monthly basis and will be announced after the Campaign Period.
3. Total of 750 winners will be chosen during the Campaign Period. For each month, there will be 250 winners. Participant entitles to win one (1) time cash rebate (hereinafter referred to as ‘**Prize(s)**’) during the Campaign Period. TM will directly credit the Prize(s) into the winner’s bill after the Campaign Period.
4. The Prize(s) for this Campaign are as follows:

No.	Category	Prize(s)
1.	Participant that pays TM’s bill via any of the Eligible Transactions for the first time during the Campaign Period.	RM200.00
2.	Participant that have already made payment via any of the Eligible Transactions before the Campaign Period.	RM100.00



General Terms & Conditions

1. By participating in the Campaign, the Participant agrees:
 - a. To access TM's website (www.unifi.com.my) to view the Terms and Conditions, read and bound by this Terms and Conditions of the Campaign;
 - b. To undertake to follow up on any change or variation to the Terms and Conditions in TM's website;
 - c. That TM shall not be liable in any circumstances for any losses, damages, costs or expenses as may be suffered or incurred by the winners, including any delay in processing the Prizes;
 - d. That the Prize is non-transferable to any third (3rd) party and non-exchangeable for up-front credit, cheque or in kind, in part or in full;
 - e. That TM's decision on all matters relating to the Campaign and the Prize shall be final, conclusive and binding;
 - f. To discontinue any further participation in this Campaign by informing TM if any future modifications of these Terms and Conditions are unacceptable;
 - g. That by providing the personal information, the Participants hereby allow TM to process their personal information in accordance with TM's Privacy Notice at www.tm.com.my.
2. TM reserves its right to:
 - a. Disqualify any Participant from any entries in this Campaign and prohibit from future participation in this Campaign if there is suspicion that the Participant tampered with or benefited from the tampering of the regulations of this Campaign or the Terms and Conditions stated herein;
 - b. Cancel, terminate or suspend the Campaign. Any cancellation, termination or suspension of the Campaign, with sufficient prior notice by TM, shall not entitle the Participant(s) to any claim or compensation against TM for any loss or damage incurred by the Participant(s) as a direct and indirect result of such cancellation, termination or suspension;
 - c. Change the Prize at its discretion to another prize of similar value as per the Terms and Conditions of this Campaign;
 - d. Add, delete, amend, suspend or vary the Terms and Conditions contained herein, either wholly or in part at its absolute discretion by way of posting on TM website and/or other means of communication that may be deemed appropriate by TM with prior notice.
3. TM shall not be liable for any default in respect of the Campaign due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, storm, technical or system failures or any force majeure event that is beyond TM's reasonable control.
4. In the event of any inconsistency between these Terms and Conditions and any other brochure, marketing or promotional materials relating to the Campaign, these Terms and Conditions shall prevail.