

**FREQUENTLY ASKED QUESTIONS (FAQ)  
ON  
BILL PAYMENT FOR UNIFI HOME, UNIFI BUSINESS AND UNIFI MOBILE**

NO.	QUESTION	ANSWER
1.	<b>Where can I pay my Unifi bills online and what types of payment methods can be used?</b>	<p>Paying your Unifi Home, Unifi Business or Unifi Mobile bills is easy with our various online payment channels. You can make payments through any of the following platforms:</p> <ul style="list-style-type: none"> <li>• MyUnifi app</li> <li>• Unifi UniVerse app</li> <li>• Unifi Selfcare portal: <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a></li> <li>• Unifi Business Care portal: <a href="https://bizcare.unifi.com.my/">https://bizcare.unifi.com.my/</a></li> </ul> <p>You can pay your bills online using your current or savings account, as well as your debit or credit card.</p> <p>For a hassle-free payment experience, we highly recommend signing up for our Autopay service.</p>
2.	<b>Can I make payments through JomPAY via internet banking?</b>	<p>Yes, you can. To make payments via JomPAY, you will need the following information:</p> <ul style="list-style-type: none"> <li>• <b>Account Number:</b> Refer to your Unifi account number</li> <li>• <b>Biller Code 8888:</b> For Unifi Home, Unifi Business and Unifi Mobile accounts with a 10-digit account number (use as Ref-1)</li> <li>• <b>Biller Code 2345:</b> For Unifi Lite and Voice accounts</li> </ul> <p>For more details, please visit <a href="http://www.jompay.com.my">www.jompay.com.my</a></p>
3.	<b>Can I make payments through Maybank2u?</b>	<p>Absolutely. To pay your bill via Maybank2u (M2U), simply select the payee name <b>TM TECH (Telekom Malaysia) - Bill payment.</b></p>
4.	<b>I am interested in signing up for Autopay. Where can I sign up?</b>	<p>You can sign up for Autopay through any of the following channels:</p> <ul style="list-style-type: none"> <li>• MyUnifi app</li> <li>• Unifi UniVerse app</li> <li>• Unifi Selfcare portal: <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a></li> <li>• Unifi Business Care portal: <a href="https://bizcare.unifi.com.my/">https://bizcare.unifi.com.my/</a></li> </ul>
5.	<b>What payment methods can be used for Autopay?</b>	<p>Autopay payments can be made using your Debit or Credit Card (Visa or Mastercard issued by local banks).</p>

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6.	<p><b>Can I update or cancel my Autopay payment?</b></p>	<p>Yes, you can. In addition to signing up for a new Autopay payment, you can manage your Autopay settings for Unifi Home, Unifi Business and Unifi Mobile via the <b>Unifi Selfcare portal</b> at <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a>. You can also use the <b>MyUnifi app</b> and <b>Unifi UniVerse app</b>.</p> <p>The following options are available:</p> <ol style="list-style-type: none"> <li>1. <b>Update Card Number</b> <ul style="list-style-type: none"> <li>○ Change the card number for your existing Autopay subscription.</li> </ul> </li> <li>2. <b>Cancel Autopay</b> <ul style="list-style-type: none"> <li>○ Cancel your Autopay before receiving the next monthly bill to avoid charges to your card or bank account.</li> <li>○ If you cancel Autopay after receiving your new monthly bill, the payment will still be processed via Autopay.</li> </ul> </li> </ol>														
7.	<p><b>Can I use e-wallets to pay for my bills?</b></p>	<p>Yes, you can pay your bills via e-wallets with a minimum amount of RM10 per transaction.</p> <p>You can make your payment using any of the e-wallets listed below:</p> <table border="1" data-bbox="549 1077 1398 1760"> <thead> <tr> <th data-bbox="549 1077 868 1111">E-Wallet</th> <th data-bbox="868 1077 1398 1111">Link</th> </tr> </thead> <tbody> <tr> <td data-bbox="549 1111 868 1218">Boost app</td> <td data-bbox="868 1111 1398 1218">eWallet credit <a href="http://www.myboost.com.my">www.myboost.com.my</a></td> </tr> <tr> <td data-bbox="549 1218 868 1326">Touch 'n Go app</td> <td data-bbox="868 1218 1398 1326">eWallet credit <a href="http://www.tngdigital.com.my/">www.tngdigital.com.my/</a></td> </tr> <tr> <td data-bbox="549 1326 868 1433">Shopee</td> <td data-bbox="868 1326 1398 1433">eWallet credit <a href="https://shopee.com.my">https://shopee.com.my</a></td> </tr> <tr> <td data-bbox="549 1433 868 1541">BigPay</td> <td data-bbox="868 1433 1398 1541">eWallet credit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a></td> </tr> <tr> <td data-bbox="549 1541 868 1648">Lazada</td> <td data-bbox="868 1541 1398 1648">eWallet credit <a href="https://www.lazada.com.my/">https://www.lazada.com.my/</a></td> </tr> <tr> <td data-bbox="549 1648 868 1760">S Pay Global</td> <td data-bbox="868 1648 1398 1760">eWallet credit <a href="https://spayglobal.my/">https://spayglobal.my/</a></td> </tr> </tbody> </table>	E-Wallet	Link	Boost app	eWallet credit <a href="http://www.myboost.com.my">www.myboost.com.my</a>	Touch 'n Go app	eWallet credit <a href="http://www.tngdigital.com.my/">www.tngdigital.com.my/</a>	Shopee	eWallet credit <a href="https://shopee.com.my">https://shopee.com.my</a>	BigPay	eWallet credit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a>	Lazada	eWallet credit <a href="https://www.lazada.com.my/">https://www.lazada.com.my/</a>	S Pay Global	eWallet credit <a href="https://spayglobal.my/">https://spayglobal.my/</a>
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8.	<p>Could you share the locations of other authorised payment channels for TM bill payments?</p>	<p>Sure! You can conveniently pay your TM bills through the following authorised payment channels:</p> <p>1) <b>COUNTER</b></p> <table border="1" data-bbox="549 421 1437 1924"> <thead> <tr> <th data-bbox="549 421 844 459">Payment Channel</th> <th data-bbox="844 421 1437 459">Payment Method &amp; List of Locations</th> </tr> </thead> <tbody> <tr> <td data-bbox="549 459 844 568">TM Authorised Dealer (TAD)</td> <td data-bbox="844 459 1437 568">Cash, Debit/Credit Card, Cheque <a href="https://unifi.com.my/support/find-tm-point">https://unifi.com.my/support/find-tm-point</a></td> </tr> <tr> <td data-bbox="549 568 844 685">POS Malaysia</td> <td data-bbox="844 568 1437 685">Cash <a href="https://www.pos.com.my/pos-outlet-finder/">https://www.pos.com.my/pos-outlet-finder/</a></td> </tr> <tr> <td data-bbox="549 685 844 810">Ejen Bank (EB) BSN</td> <td data-bbox="844 685 1437 810">Cash <a href="https://www.bsn.com.my/page/locate-us">https://www.bsn.com.my/page/locate-us</a></td> </tr> <tr> <td data-bbox="549 810 844 1061">7-Eleven</td> <td data-bbox="844 810 1437 1061">Cash Any 7-Eleven outlets nationwide <a href="#">(View location)</a>  <i>Soft or hard copy bill must be presented during payment.</i></td> </tr> <tr> <td data-bbox="549 1061 844 1169">99 Speedmart</td> <td data-bbox="844 1061 1437 1169">Cash <a href="http://www.99speedmart.com.my/Store">http://www.99speedmart.com.my/Store</a></td> </tr> <tr> <td data-bbox="549 1169 844 1599">KK Mart</td> <td data-bbox="844 1169 1437 1599">           KK Mart (Kuala Lumpur) – Cash  <a href="https://kkgroup.my/kk-super-mart-kuala-lumpur-location">https://kkgroup.my/kk-super-mart-kuala-lumpur-location</a>             KK Mart (Selangor) – Cash  <a href="https://kkgroup.my/kk-super-mart-selangor-location">https://kkgroup.my/kk-super-mart-selangor-location</a>             KK Mart (Other locations) – Cash  <a href="https://kkgroup.my/kk-super-mart-others-location">https://kkgroup.my/kk-super-mart-others-location</a> </td> </tr> <tr> <td data-bbox="549 1599 844 1742">myNEWS</td> <td data-bbox="844 1599 1437 1742">Cash <a href="https://www.mynews.com.my/store-locations.php">https://www.mynews.com.my/store-locations.php</a></td> </tr> <tr> <td data-bbox="549 1742 844 1924">Other retailers, convenience stores, petrol stations and more</td> <td data-bbox="844 1742 1437 1924">Cash (Find location)</td> </tr> </tbody> </table>	Payment Channel	Payment Method & List of Locations	TM Authorised Dealer (TAD)	Cash, Debit/Credit Card, Cheque <a href="https://unifi.com.my/support/find-tm-point">https://unifi.com.my/support/find-tm-point</a>	POS Malaysia	Cash <a href="https://www.pos.com.my/pos-outlet-finder/">https://www.pos.com.my/pos-outlet-finder/</a>	Ejen Bank (EB) BSN	Cash <a href="https://www.bsn.com.my/page/locate-us">https://www.bsn.com.my/page/locate-us</a>	7-Eleven	Cash Any 7-Eleven outlets nationwide <a href="#">(View location)</a>  <i>Soft or hard copy bill must be presented during payment.</i>	99 Speedmart	Cash <a href="http://www.99speedmart.com.my/Store">http://www.99speedmart.com.my/Store</a>	KK Mart	KK Mart (Kuala Lumpur) – Cash <a href="https://kkgroup.my/kk-super-mart-kuala-lumpur-location">https://kkgroup.my/kk-super-mart-kuala-lumpur-location</a>  KK Mart (Selangor) – Cash <a href="https://kkgroup.my/kk-super-mart-selangor-location">https://kkgroup.my/kk-super-mart-selangor-location</a>  KK Mart (Other locations) – Cash <a href="https://kkgroup.my/kk-super-mart-others-location">https://kkgroup.my/kk-super-mart-others-location</a>	myNEWS	Cash <a href="https://www.mynews.com.my/store-locations.php">https://www.mynews.com.my/store-locations.php</a>	Other retailers, convenience stores, petrol stations and more	Cash (Find location)
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9.	<p><b>Can I pay my Advance Payment at all the channels listed above?</b></p>	<p>Absolutely! You can pay your Advance Payment through any of the listed channels, except 7-Eleven outlets.</p>												
10.	<p><b>What is the minimum payable amount for a Unifi bill across all payment channels?</b></p>	<p>The minimum payment is RM10 across all channels, except the channels below where the minimum is RM1:</p> <ol style="list-style-type: none"> <li>1) Maybank2u (M2U)</li> <li>2) MyUnifi app, Unifi UniVerse app and Unifi Selfcare portal</li> <li>3) Unifi Store/TMpoint kiosks</li> </ol>												