

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

NO.	QUESTION	ANSWER
1.	Where can I pay my Unifi bills online and what type of payment methods can be used?	<p>Paying your Unifi Home, Unifi Business and Unifi Mobile bills is easy as there are various online payment channels for you to choose from. You can make payment through these channels below:</p> <ul style="list-style-type: none"> • MyUnifi app on your mobile phone • Unifi Selfcare portal: https://selfcare.unifi.com.my/ • Payment link in your monthly bill notification received via SMS from 61000 <p>You can pay your bills online using your Current/Saving Account or Debit/Credit card.</p> <p>For hassle free payment transactions, we highly recommend you to sign up for our Autopay service.</p>
2.	Can I make payment through JomPAY via internet banking?	<p>Yes, you can. You will need the information below to make payment via JomPAY:</p> <ul style="list-style-type: none"> • Account Number (<i>refer to your Unifi account number</i>) • Biller Code: 8888 (for Unifi Home, Unifi Business and Unifi Mobile with 10-digit account number as Ref-1) • Biller Code: 2345 (for Unifi Lite and Voice) <p>For more details on JomPAY, visit www.jompay.com.my</p>
3.	Can I make payment through Maybank 2U?	<p>Absolutely. For bill payment via Maybank 2U (M2U), please select payee name TM TECH (Telekom Malaysia) - Bill payment.</p>
4.	I am interested to sign up for Autopay. Where can I sign up?	<p>You can sign up for Autopay through any of these following channels:</p> <ul style="list-style-type: none"> • MyUnifi app • Unifi Selfcare portal: https://selfcare.unifi.com.my/ • Unifi Contact Centre at 100 <p>If you are a Medium Business Enterprise (MeB) customer, please sign up for Autopay via Unifi Contact Centre by dialling 100.</p> <p>Please note that new Autopay signup is currently available for Unifi Home and Unifi Business broadband only.</p> <p><i>*Our Unifi Contact Centre may call you from this number 03-21063000 for further verification on your Autopay registration, if required.</i></p>
5.	What are the payment methods that will be used for Autopay?	<p>For Unifi Home and Unifi Business, Autopay payments should be from your Debit or Credit Card (Visa and Mastercard issued by local banks).</p>

NO.	QUESTION	ANSWER														
6.	Can I modify or terminate my Autopay payment?	<p>Yes, you can. Besides signing up for new Autopay payment, you will also be able to perform actions below regarding your Autopay settings for Unifi Home, Unifi Business & Unifi Mobile via MyUnifi app and Unifi Selfcare portal https://selfcare.unifi.com.my/:</p> <ol style="list-style-type: none">1. Modification of card number for existing Autopay subscription2. Termination of Autopay<ul style="list-style-type: none">○ You may terminate your Autopay as soon as possible before you receive the next monthly bill to avoid your card or bank account from being charged.○ If you terminate your Autopay after receiving your new monthly bill, you will still be charged via Autopay.														
7.	Can I use e-wallets to pay for the bills?	<p>Yes, you can pay your bills via e-wallets with a minimum amount of RM10 per transaction.</p> <p>Below is the list of e-wallets that you can choose from:</p> <table><tr><th>E-Wallet</th><th>Link</th></tr><tr><td>Boost App</td><td>eWallet credit www.myboost.com.my</td></tr><tr><td>Touch 'n Go App</td><td>eWallet credit www.tngdigital.com.my/</td></tr><tr><td>Shopee</td><td>eWallet credit https://shopee.com.my</td></tr><tr><td>BigPay</td><td>eWallet credit https://www.bigpayme.com/</td></tr><tr><td>Lazada</td><td>eWallet credit https://www.lazada.com.my/</td></tr><tr><td>S Pay Global</td><td>eWallet credit https://spayglobal.my/</td></tr></table>	E-Wallet	Link	Boost App	eWallet credit www.myboost.com.my	Touch 'n Go App	eWallet credit www.tngdigital.com.my/	Shopee	eWallet credit https://shopee.com.my	BigPay	eWallet credit https://www.bigpayme.com/	Lazada	eWallet credit https://www.lazada.com.my/	S Pay Global	eWallet credit https://spayglobal.my/
E-Wallet	Link															
Boost App	eWallet credit www.myboost.com.my															
Touch 'n Go App	eWallet credit www.tngdigital.com.my/															
Shopee	eWallet credit https://shopee.com.my															
BigPay	eWallet credit https://www.bigpayme.com/															
Lazada	eWallet credit https://www.lazada.com.my/															
S Pay Global	eWallet credit https://spayglobal.my/															

NO.	QUESTION	ANSWER																		
8.	May I know the locations of other authorised payment channels for TM bill payments?	<p>You can conveniently pay your TM bills at these following channels:</p> <p>1) COUNTER</p> <table><tr><th>Payment Channel</th><th>Payment Method & List of Locations</th></tr><tr><td>TM Authorised Dealer (TAD)</td><td>Cash, Debit/Credit Card or Cheque https://unifi.com.my/support/find-tm-point</td></tr><tr><td>POS Malaysia</td><td>Cash https://www.pos.com.my/pos-outlet-finder/</td></tr><tr><td>Ejen Bank (EB) BSN</td><td>Cash https://www.bsn.com.my/page/locate-us</td></tr><tr><td>7-Eleven</td><td>Cash Any 7-Eleven outlets nationwide (view location) <i>Soft or hard copy bill must be presented during payment.</i></td></tr><tr><td>99 Speedmart</td><td>Cash http://www.99speedmart.com.my/Store</td></tr><tr><td>KK Mart</td><td>Cash – KK Mart Kuala Lumpur https://kkgroup.my/kk-super-mart-kuala-lumpur-location Cash – KK Mart Selangor https://kkgroup.my/kk-super-mart-selangor-location Cash – KK Mart others location https://kkgroup.my/kk-super-mart-others-location</td></tr><tr><td>myNEWS</td><td>Cash https://www.mynews.com.my/store-locations.php</td></tr><tr><td>Retailers, Convenience stores, Petrol Stations, and more</td><td>Cash (Find location)</td></tr></table>	Payment Channel	Payment Method & List of Locations	TM Authorised Dealer (TAD)	Cash, Debit/Credit Card or Cheque https://unifi.com.my/support/find-tm-point	POS Malaysia	Cash https://www.pos.com.my/pos-outlet-finder/	Ejen Bank (EB) BSN	Cash https://www.bsn.com.my/page/locate-us	7-Eleven	Cash Any 7-Eleven outlets nationwide (view location) <i>Soft or hard copy bill must be presented during payment.</i>	99 Speedmart	Cash http://www.99speedmart.com.my/Store	KK Mart	Cash – KK Mart Kuala Lumpur https://kkgroup.my/kk-super-mart-kuala-lumpur-location Cash – KK Mart Selangor https://kkgroup.my/kk-super-mart-selangor-location Cash – KK Mart others location https://kkgroup.my/kk-super-mart-others-location	myNEWS	Cash https://www.mynews.com.my/store-locations.php	Retailers, Convenience stores, Petrol Stations, and more	Cash (Find location)
Payment Channel	Payment Method & List of Locations																			
TM Authorised Dealer (TAD)	Cash, Debit/Credit Card or Cheque https://unifi.com.my/support/find-tm-point																			
POS Malaysia	Cash https://www.pos.com.my/pos-outlet-finder/																			
Ejen Bank (EB) BSN	Cash https://www.bsn.com.my/page/locate-us																			
7-Eleven	Cash Any 7-Eleven outlets nationwide (view location) <i>Soft or hard copy bill must be presented during payment.</i>																			
99 Speedmart	Cash http://www.99speedmart.com.my/Store																			
KK Mart	Cash – KK Mart Kuala Lumpur https://kkgroup.my/kk-super-mart-kuala-lumpur-location Cash – KK Mart Selangor https://kkgroup.my/kk-super-mart-selangor-location Cash – KK Mart others location https://kkgroup.my/kk-super-mart-others-location																			
myNEWS	Cash https://www.mynews.com.my/store-locations.php																			
Retailers, Convenience stores, Petrol Stations, and more	Cash (Find location)																			

NO.	QUESTION	ANSWER										
		<p>2) KIOSK AND ATM</p> <table><tr><th>Payment Channel</th><th>Payment Method & List of Locations</th></tr><tr><td>TMpoint/Unifi Store</td><td>Cash, Debit/Credit Card or Cheque https://unifi.com.my/support/find-tm-point</td></tr><tr><td>PayQuik</td><td>Cash https://www.payquik.my/kiosk-map</td></tr><tr><td>Tap.IT Kiosk</td><td>Cash (Find location)</td></tr><tr><td>JomPAY via ATM</td><td>Debit Card<ul style="list-style-type: none">Account Number (<i>refer to your Unifi account number</i>)Biller Code: 8888 (for Unifi Home, Unifi Business and Unifi Mobile with 10-digit account number as Ref-1)Biller Code: 2345 (for Unifi Lite and Voice)</td></tr></table>	Payment Channel	Payment Method & List of Locations	TMpoint/Unifi Store	Cash, Debit/Credit Card or Cheque https://unifi.com.my/support/find-tm-point	PayQuik	Cash https://www.payquik.my/kiosk-map	Tap.IT Kiosk	Cash (Find location)	JomPAY via ATM	Debit Card <ul style="list-style-type: none">Account Number (<i>refer to your Unifi account number</i>)Biller Code: 8888 (for Unifi Home, Unifi Business and Unifi Mobile with 10-digit account number as Ref-1)Biller Code: 2345 (for Unifi Lite and Voice)
Payment Channel	Payment Method & List of Locations											
TMpoint/Unifi Store	Cash, Debit/Credit Card or Cheque https://unifi.com.my/support/find-tm-point											
PayQuik	Cash https://www.payquik.my/kiosk-map											
Tap.IT Kiosk	Cash (Find location)											
JomPAY via ATM	Debit Card <ul style="list-style-type: none">Account Number (<i>refer to your Unifi account number</i>)Biller Code: 8888 (for Unifi Home, Unifi Business and Unifi Mobile with 10-digit account number as Ref-1)Biller Code: 2345 (for Unifi Lite and Voice)											
9.	Can I pay my Advance Payment at all the channels listed above?	Advance Payment can be paid at all payment channels listed above except 7-Eleven outlets.										