



FREQUENTLY ASKED QUESTIONS (FAQ)
UNIFI TV X HBO Max
RM20 SHOPEE VOUCHER GIVEAWAY
*(For new and existing HBO Max activations
 with any Unifi TV Pack subscription)*

QUESTION		ANSWER
1.	What is this giveaway all about?	This Giveaway is a promotional campaign designed to reward Unifi TV Pack customers who activate the HBO Max streaming app through Unifi between 5 November 2025 and 31 December 2025. Eligible customers who activate the HBO Max app via their Unifi TV Pack bundled entitlement or as an a la carte add-on through the MyUnifi app, Unifi Universe app, or Unifi Selfcare portal will receive an RM20 Shopee voucher. How winners are selected: a) Winners are determined on a first-come, first-served basis. b) The first 3,000 customers to activate the HBO Max app during giveaway period will automatically receive the voucher. c) For more details, refer to Question 6.
2.	How do I join this giveaway?	To participate in the giveaway, simply follow these steps: <u>For existing Unifi TV subscribers with HBO Max entitlement:</u> (a) Step 1: Go to the MyUnifi app, Unifi Universe app or Unifi Selfcare portal (https://selfcare.unifi.com.my). (b) Step 2: Log in, select your account and click on 'Entertainment Pack'. For Unifi Universe app, click on My Service and click on 'View My Streaming Apps'. (c) Step 3: Click on the 'Activate' icon beside HBO Max and complete the activation process. (d) Step 4: Check your inbox for the activation email and click 'Activate' to be redirected to the HBO Max website and complete your registration (e) Step 5: Go to the HBO Max app and log in using your credentials to start streaming. (f) Once Steps 1 to 5 are completed, you will automatically be entered into the giveaway. <u>For a la carte HBO Max Subscription:</u> (a) Step 1: Go to the MyUnifi app, Unifi Universe app or Unifi Selfcare portal (https://selfcare.unifi.com.my). (b) Step 2: Login and select your Account and click on 'Add-On' (c) Step 3: Click on 'Streaming App' and go to HBO Max and press 'Add' to complete the subscription. (d) Step 4: Check your inbox for the activation email and click 'Activate' to be redirected to the HBO Max website and complete your registration (e) Step 5: Go to the HBO Max app and log in using your credentials to start streaming. (f) Once Steps 1 to 5 are completed, you will automatically be entered into the giveaway.

3.	When is the giveaway period?	The giveaway will run from 5 November 2025 until 31 December 2025.
4.	What are the prizes for this giveaway?	Participants stand a chance to win an RM20 Shopee voucher. A total of 3,000 winners will be selected for this giveaway.
5.	Can I submit more than one entry?	Yes, you may submit multiple entries, provided each entry is associated with a unique Unifi ID.
6.	How will the winners be selected?	The winners for this giveaway will be selected based on the following criteria: (a) Unifi TV subscriber or Immediate Family Members of an active Unifi TV subscriber to any one of the following Unifi TV Pack: (i) Super Star Pack (ii) All-Star Pack (iii) Max Plus Pack (iv) Max Pack (v) Ultimate Max Pack; (vi) Ultimate Plus Pack; (vii) Family Pack; (viii) Movies Pack; or (ix) A la carte HBO Max streaming app (b) During giveaway period, the contestant must activate their HBO Max subscription via the MyUnifi app, Unifi Universe app or Unifi Selfcare portal. (c) The Contestant must complete the HBO Max subscription activation by successfully logging in and registering their account on the official HBO Max website. (d) Winners are selected on a first-come, first-served basis. The first 3,000 eligible participants meeting the above criteria will be declared winners.
7.	Who is eligible to enter this giveaway?	You are eligible if you are: a) An active Unifi TV Pack subscriber OR b) An immediate family member of an active Unifi TV Pack residential subscriber, aged 18 years or above. For the purpose of this promotion, "New and Existing Unifi TV Subscribers" refers to customers who: a) Subscribers entitled to the HBO Max bundled streaming app as part of their Unifi TV subscription who have not yet activated the app b) Subscribers who, during the giveaway period, purchase the HBO Max streaming app as an a la carte add-on to their existing Unifi TV subscription.
8.	How and when will the winners be contacted?	Winners will be notified via SMS sent to the registered mobile number on Unifi.
9.	If I'm one of the lucky winners, how and when will I receive my prize?	If you are selected as a winner, you will receive an SMS from TM containing your Shopee voucher code within four (4) weeks after activating the HBO Max app.

10.	How can I redeem my Shopee voucher code if I'm one of the lucky winners?	To redeem your Shopee voucher, follow these steps: - Step 1: Launch Shopee app. - Step 2: Tap 'Me' icon on Menu - Step 3: Tap 'Vouchers/Discounts' - Step 4: Enter the voucher code and tap on 'Apply' - Step 5: Apply voucher upon 'Check Out'
11.	Can I exchange the prize I won for cash?	The prizes are non-refundable, non-transferable and cannot be exchanged or redeemed for cash, credit or any other rebates. The voucher is exclusively for Shopee redemption only.
12.	How do I get more information about this giveaway?	For more details, please visit the official campaign website at https://unifi.com.my/tv/index.html#/promotions/hbomaxgiveaway
13.	What are the terms and conditions of this giveaway?	For more information, please refer to the full terms and conditions at https://unifi.com.my/tv/index.html#/promotions/hbomaxgiveaway
14.	What are the terms and conditions of the Shopee voucher?	- The voucher is valid until 28 February 2026, 23:59 - The voucher is valid for new & existing users. - The voucher is valid for one time use only, regardless of the number of accounts owned by the user. - The voucher is valid for Mall & Preferred Sellers only. - The voucher can only be used in one transaction. Any unused balance will not be refunded. - The voucher is no longer valid upon expiring. Strictly no extensions allowed. - The voucher is not refundable, non-transferable, not redeemable for cash and cannot be combined in exchange for vouchers with higher value. - The voucher is not stackable with other promotions except Shop Voucher. - The voucher is not applicable on: - Infant Milk (0-6 months) - Follow-on Milk (6-12 Months) - Jewellery - Tickets & Vouchers - Mobile Reloads & Sim Cards Top-ups - Gaming Top-ups - S-Mart Milo - One or Not by Shopee Store products - MMA Foundation Store products - PETRONAS & Setel Fuel Cards - Gift Cards & E-Voucher - Promo code must be entered at the voucher wallet page or the checkout page of Shopee Mobile App only. How do I use/ claim a Shopee voucher code? - Shopee reserves the right to amend/cancel the promotion at any time. If you encounter any issues, please contact Shopee Customer Service at help@support.shopee.com.my.
15.	What if I am unable to redeem my Shopee voucher code?	If you are unable to redeem your voucher, please contact our Care Crew: - Call 100 OR - Visit any Unifi Store or TMpoint outlet for further assistance.