
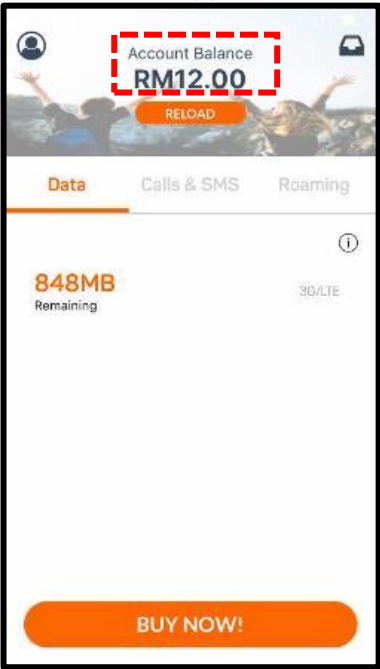


**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNIFI MOBILE #BEBAS RELOAD VOUCHER**

NO	QUESTION	ANSWER
<b>QUESTIONS ON UNIFI MOBILE #BEBAS RELOAD VOUCHER</b>		
<b>1</b>	<b>What is unifi Mobile #BEBAS reload voucher?</b>	<ul style="list-style-type: none"> <li>▪ We're introducing a new reload method which allows our unifi Mobile #BEBAS customers to walk-in to participating outlets and purchase reload via cash.</li> </ul>
<b>2</b>	<b>What is unifi Mobile #BEBAS reload voucher and how does it work?</b>	<ul style="list-style-type: none"> <li>▪ The reload voucher is a printed voucher which contains 12-digits reload pin.</li> <li>▪ Once you've purchased your reload voucher, simply launch your mobile@unifi app and key in the 12-digits reload pin.</li> <li>▪ The pin will then be converted to credit in your account balance!</li> </ul>
<b>3</b>	<b>Where can I get the unifi Mobile #BEBAS reload voucher?</b>	<ul style="list-style-type: none"> <li>▪ We're available at more than 15,000 outlets nationwide.</li> <li>▪ For the list of participating outlets, please refer <a href="http://unifi.com.my/personal/mobile/bebas/reload/reload-voucher">unifi.com.my/personal/mobile/bebas/reload/reload-voucher</a></li> </ul>
<b>4</b>	<b>Who is eligible to use the unifi Mobile #BEBAS reload voucher?</b>	<ul style="list-style-type: none"> <li>▪ We welcome ALL unifi Mobile #BEBAS customers to use this reload method.</li> </ul>
<b>5</b>	<b>I'm a customer of another mobile service provider. Can I use unifi Mobile #BEBAS reload voucher to reload the credits?</b>	<ul style="list-style-type: none"> <li>▪ Oh no, this will not work. The unifi Mobile #BEBAS reload voucher will only work on unifi Mobile #BEBAS account only.</li> </ul>
<b>6</b>	<b>Is there any maximum number of reload vouchers that customer can buy in a day?</b>	<ul style="list-style-type: none"> <li>▪ We don't impose a limit to the maximum number of reload vouchers for customers to purchase.</li> </ul>

NO	QUESTION	ANSWER
7	<p><b>I'm interested, What are the denominations available?</b></p>	<ul style="list-style-type: none"> <li>The unifi Mobile #BEBAS reload vouchers are available in few denominations such as RM10, RM30 and RM50.</li> </ul>
8	<p><b>Is there any expiry date for the reload voucher?</b></p>	<ul style="list-style-type: none"> <li>Yes, there will be an expiry date printed on your reload voucher.</li> <li>Look out for the expiry column printed on the reload voucher:</li> </ul> 
9	<p><b>Help me! How do I reload my unifi Mobile #BEBAS number using this reload coucher?</b></p>	<ul style="list-style-type: none"> <li>Let us guide you on the step by step process: <ul style="list-style-type: none"> <li>Step 1: Launch your mobile@unifi app</li> <li>Step 2: Click the "Reload" button on the dashboard</li> <li>Step 3: Select "Reload Voucher"</li> <li>Step 4: Key-in your 12-digits reload voucher pin</li> <li>Step 5: Tap "Continue" to proceed</li> </ul> </li> <li>Your account balance is now reloaded!</li> </ul>
10	<p><b>My reload was unsuccessful, what went wrong?</b></p>	<ul style="list-style-type: none"> <li>Here's what you can do to check: <ul style="list-style-type: none"> <li>Step 1: Make sure you've entered the correct pin</li> <li>Step 2: Look out for the expiry date on your reload voucher</li> <li>Step 3: Still facing problems? Just Live Chat with us via the mobile@unifi app</li> </ul> </li> </ul>

NO	QUESTION	ANSWER
11	<p><b>How do I check my latest credit balance after a successful reload?</b></p>	<ul style="list-style-type: none"> <li>▪ Don't worry, we'll send you an SMS notification upon every successful reload and whenever your credit is running low.</li> <li>▪ Alternatively, you may check your credit balance via the mobile@unifi app.</li> </ul>  <p>The screenshot shows the mobile@unifi app interface. At the top, there's a header with a profile icon on the left and a mail icon on the right. In the center, 'Account Balance' is displayed above 'RM12.00', which is enclosed in a red dashed box. Below this is an orange 'RELOAD' button. A navigation bar below the header has three tabs: 'Data' (selected), 'Calls &amp; SMS', and 'Roaming'. Under the 'Data' tab, '848MB Remaining' is shown in orange, with '3G/LTE' to its right. At the bottom of the screen is a large orange 'BUY NOW!' button.</p>
12	<p><b>Is the reload voucher inclusive GST?</b></p>	<ul style="list-style-type: none"> <li>▪ Our reload voucher is inclusive 0% GST.</li> </ul>
13	<p><b>Can I get any refund on any unused reload voucher?</b></p>	<ul style="list-style-type: none"> <li>▪ Unfortunately you can't. Our reload voucher is non-refundable once purchased.</li> </ul>
14	<p><b>Can I use my mobile phone to perform credit reloads to another unifi Mobile prepaid line? (E.g. family, friends etc.)</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you can! Just be sure to login to the mobile@unifi app with the correct account ID.</li> </ul>

NO	QUESTION	ANSWER
15	<b>What happens if I key in the wrong pin several times when performing the reload?</b>	<ul style="list-style-type: none"> <li>▪ An error message will be prompted each time you key in the wrong pin.</li> <li>▪ Make sure that you enter the correct reload pin to top up your account.</li> </ul>
16	<b>How do I know if my reload is successful?</b>	<ul style="list-style-type: none"> <li>▪ We'll send you an SMS notification upon every successful reload.</li> <li>▪ Alternatively, you may refer to the History tab in the mobile@unifi app to check on your reload history.</li> </ul>
17	<b>Can I perform the reload without downloading the apps?</b>	<ul style="list-style-type: none"> <li>▪ Oh no, you can't. You need to have the mobile@unifi app installed in your phone to perform the reload.</li> </ul>
18	<b>I no longer want the reload voucher. Can I exchange / return the reload voucher and redeem my money?</b>	<ul style="list-style-type: none"> <li>▪ You can't exchange nor return our reload voucher with cash once purchased.</li> </ul>
19	<b>I accidentally lost my reload voucher. Can I get the new one for free?</b>	<ul style="list-style-type: none"> <li>▪ We're sorry that you've lost your reload voucher but you will need to purchase a new one.</li> </ul>
20	<b>Upon successful voucher reload, is there any validity for the reload value?</b>	<ul style="list-style-type: none"> <li>▪ There'll be an expiry date printed on your reload voucher.</li> <li>▪ The reload value (12-digits pin) needs to be redeemed via the mobile@unifi app before the expiry date.</li> <li>▪ However, best part is, once redeemed, there will be no expiry for your reload. You can use it as long as your line is active!</li> </ul>
21	<b>I can't find any reload voucher feature in my mobile@unifi apps.</b>	<ul style="list-style-type: none"> <li>▪ To look for the reload voucher feature in the app, please ensure to have your mobile@unifi app updated to the latest version 2.7.0 for iOS and version 46 for Android.</li> </ul>