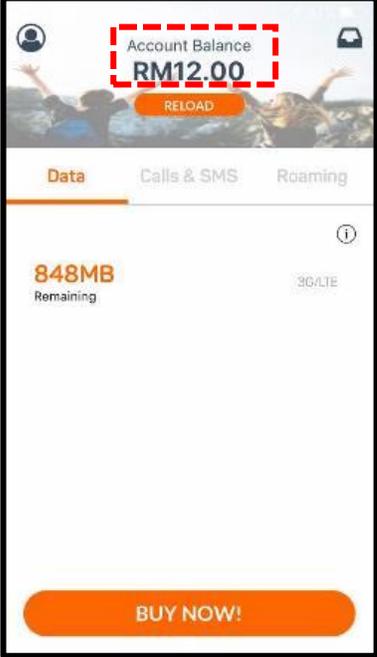


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI MOBILE #BEBAS RELOAD VOUCHER**

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

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

NO	QUESTION	ANSWER
11	<p>How do I check my latest credit balance after a successful reload?</p>	<ul style="list-style-type: none"> ▪ Don't worry, we'll send you an SMS notification upon every successful reload and whenever your credit is running low. ▪ Alternatively, you may check your credit balance via the mobile@unifi app.  <p>The screenshot shows the mobile@unifi app interface. At the top, there is 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 contains three tabs: 'Data' (selected), 'Calls & 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>Is the reload voucher inclusive GST?</p>	<ul style="list-style-type: none"> ▪ Our reload voucher is inclusive 0% GST.
13	<p>Can I get any refund on any unused reload voucher?</p>	<ul style="list-style-type: none"> ▪ Unfortunately you can't. Our reload voucher is non-refundable once purchased.
14	<p>Can I use my mobile phone to perform credit reloads to another unifi Mobile prepaid line? (E.g. family, friends etc.)</p>	<ul style="list-style-type: none"> ▪ Yes, you can! Just be sure to login to the mobile@unifi app with the correct account ID.

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