

## Hotlink Partners Free 1GB Top-Up Promotion FAQ

**1. When is the promotion period for the Bank Partners and Maxis Pay Top-Up Promotion?**

This promotion is effective from 1<sup>st</sup> of July 2016 to 31<sup>st</sup> of August 2016.

**2. Who is eligible for this promotion?**

All existing and new Hotlink subscribers who tops up RM30 and above via PINless or Direct Top Up to Mobile Number in a single transaction via selected hotlink partners only.

**3. Who are the selected Hotlink Partners for this promotion?**

Hotlink Partners involved in this promotion are:

- (a) Top Up via Maxis Pay
- (b) Hong Leong Bank Berhad
- (c) Kuwait Finance House (M) Bhd
- (d) Alliance Bank Malaysia Berhad
- (e) AgroBank Bhd
- (f) CIMB Bank Berhad
- (g) Bank Simpanan Nasional
- (h) Bank Kerjasama Rakyat Malaysia Berhad
- (i) Public Bank Bhd
- (j) RHB Bank Berhad
- (k) Malayan Banking Berhad
- (l) PayLink Global (M) Sdn Bhd
- (m) J & C Pacific Sdn Bhd

**4. What is the offer?**

Just top up RM30 and above via PINless or Direct Top Up to Mobile Number on a single transaction via selected Hotlink Partners to get FREE 1GB Mobile Internet, valid for 3 days after it has been granted to you.

**5. I purchased direct top up of RM10 x 3 , will I get the FREE 1GB Mobile Internet pass?**

No, you will have to do a single transaction of RM30 to get FREE 1GB Mobile Internet pass.

**6. I purchased the direct top up for my daughter(third party)'s mobile number using via my internet banking direct top up, who will get the FREE 1GB Mobile Internet?**

The FREE 1GB Mobile Internet pass will be granted to your daughter's mobile number within 72 hours.

**7. When will I get the FREE 1GB Mobile Internet?**

You will get the FREE 1GB Mobile Internet within 72 hours after you top up via selected partners.

**8. For multiple top-ups, can the FREE 1GB Mobile Internet pass be accumulated or stacked?**

Yes, FREE 1GB Mobile Internet passes can be stacked.

**9. What happens when my FREE 1GB Mobile Internet pass expires or is exhausted?**

Once the pass expires, data usage will be drawn from your other valid passes.

**10. If I have Weekly Mobile Internet pass and Free 1GB Mobile Internet pass, which pass will be used first?**

Your FREE 1GB pass will be utilized first.

**11. If I have FREE Weekend and Free 1GB Mobile Internet pass, which pass will be used first?**

Your FREE Weekend Mobile Internet pass will be utilized first.

**12. If I top up on 31/8, FREE 1GB Mobile Internet pass will be credited within 72 hours?**

Yes, your FREE 1GB Mobile Internet pass will be credited within 72 hours.

**13. If customer received on 31/8, is the data still valid till 2/9?**

Yes, your FREE 1GB Mobile Internet pass is valid for 3 days when it has been granted to you.