

## Frequently Asked Questions (FAQ)

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

New Kakitangan.com customers using Maybank account for payroll and subscribing to Payroll, Leave, and Claims modules with at least 10 employees.

2. **Can I subscribe for fewer than 10 employees?**

No, this promotion is only valid for companies with 10 or more employees. Smaller teams can explore our regular plans instead.

3. **Is the onboarding fee compulsory?**

Yes, it includes full setup of your HR system, complete data migration, and personalized online training to help your team get started with ease.

4. **How does the cashback work?**

You receive cashback equivalent to **18 months' fee paid** upon subscribing for 24 months with onboarding and premium support payment.

5. **What if I don't link my payroll to Maybank within 30 days?**

If you don't link your payroll account with Maybank within 30 days, you'll lose access to the Maybank special pricing and cashback benefits.

6. **What does the Premium Support include?**

Dedicated support through WhatsApp, available from 9AM to 9PM on business days, so you can get fast help whenever you need it.