

Get a RM30 bill Rebate with MyDigi App “Save a Maybank Credit Card or Autobilling” Promotion

Frequently Ask Question (FAQ)

Q1: Who is eligible to participate in this contest?

A1: All Malaysian citizens residing in Malaysia and who are Digi Postpaid customers and holding Maybank Credit Card (American Express, Visa or Mastercard) are eligible to participate in this Promotion except for the following:-

- permanent, contract and temporary employees of Digi and their Immediate Family Members;
 - employees of Digi’s partners, advertising, promotion agencies and any other persons involved in organizing, promoting and/or conducting this Promotion together with their Immediate Family Members; and
 - Digi enterprise business subscribers.
 - Current Auto-billing / saved credit card customers
 - Digi Phone Freedom 365 subscribers
 - Digi Postpaid Plan + Device subscribers
- Immediate Family Members shall mean any of the following: spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.

Q2: When will the contest period run until?

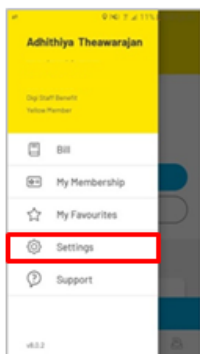
A2: The contest period will run from 1 August - 30 September 2019, for a period of 2 months.

Q3: How to participate in this campaign?

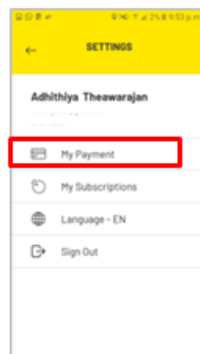
A3: You are required to Save a Maybank Credit Card or enroll Digi autobilling at My DigiApp.

Step by Step:-

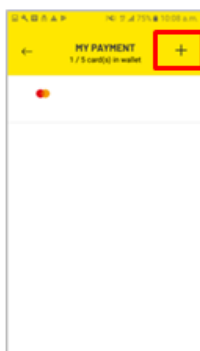
1. Save a Card



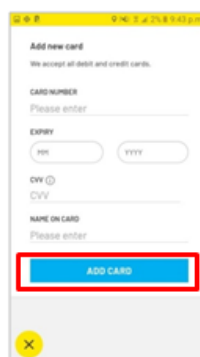
Step 1:
Tap “Settings” from
the menu bar drop
down



Step 2:
Tap “My Payment”
to go to the “My
Payment” page

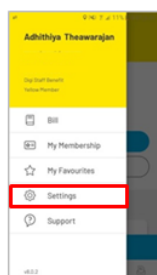


Step 3:
Tap on the plus icon
to add your MBB
credit card on the
app

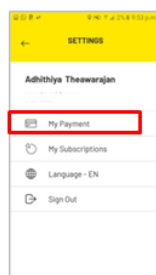


Step 4:
Once all the details
have been filled, tap
“Add Card” to save
your card

2. Enrol for Digi autobilling



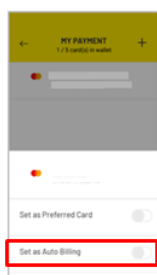
Step 1:
Tap “Settings” from
the menu bar drop
down



Step 2:
Tap “My Payment”
to go to the “My
Payment” page



Step 3:
Tap on the saved
MBB credit card



Step 4:
Toggle button to
enable the auto
billing feature



Step 5:
The card will reflect
the auto billing
functionality
enabled



Q4: How will bill rebate fulfillment be done?

A4: The bill rebate of RM 30 will be done for the first 5000 eligible customers in their Digi bills as RM10 across 3 months from Nov 2019 - Jan 2020. All Participants must be active Digi subs and active on MyDigi during this period.

Q5: How do I know if I'm eligible for the cash back of RM30?

A5: You will be notified via an official SMS from Digi by Oct 2019

Q6: Who should I refer to if I did not receive the cash back or would like to dispute about this campaign?

A6: You may contact Digi Customer Centre at help@digicom.my

Q5: If I've signed up for Auto-billing or saved my credit cards in the MyDigi before, am I still eligible for this?

A5. No.

Q6: Is this rebate applicable to all credit cards?

A6: No. Only for Maybank credit cards.

Q7: Is this rebate applicable for Digi Postpaid Plans + Device?

A7: No. It is only applicable for Digi Postpaid Plans.