

Alternate Channel's Prepaid Plan 100% Cashback Promo

11th Feb – 11th May 2021

FAQ



FAQ (page 1)



No	Question	Answer												
1.	Where can I get more information about this Campaign?	You can log on to https://www.u.com.my/extras/promotions/prepaid-cashback to get more information about this Campaign.												
2.	When is the Campaign period?	This campaign runs from 11 th Feb – 11 th May 2021.												
3.	What are the minimum requirements to participate in this Campaign?	You must purchase any of U Mobile Prepaid Plans (GT30, GX12, GX30, GX38, UMI30, UMI36, UMI50) via any of the participating online channels (as listed in the Table below) within the Campaign Period.												
4.	What are the Prepaid Plans that I must purchase to be eligible to enter this Campaign?	You must purchase any of the Prepaid Plans below: GT30 GX12 GX30 GX38 UMI30 UMI36 UMI50												
5.	What are the participating online channels for this Campaign?	<div>Please refer to our participating online channels as below:</div> <table><tr><th>Online Banking</th><th>E-Wallets & Others</th></tr><tr><td>Maybank</td><td>GoPayz</td></tr><tr><td>Bank Muamalat</td><td>Lazada</td></tr><tr><td>RHB</td><td>Boost</td></tr><tr><td>Bank Rakyat</td><td>Shopee</td></tr><tr><td>Public Bank</td><td></td></tr></table>	Online Banking	E-Wallets & Others	Maybank	GoPayz	Bank Muamalat	Lazada	RHB	Boost	Bank Rakyat	Shopee	Public Bank	
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Maybank	GoPayz													
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Public Bank														

FAQ (Page 2)



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6.	What are the Rewards that I can get?	<p>Participants who complete the steps listed above will be entitled to receive 100% cashback from the purchase value of each transaction performed (“Cashback”) according to the subscription plan as set out in the following Table.</p> <table><tr><th>Prepaid Plan</th><th>Total cashback</th></tr><tr><td>UMI50</td><td>RM50</td></tr><tr><td>GX12</td><td>RM12</td></tr><tr><td>GX38</td><td>RM35</td></tr><tr><td>GT30</td><td>RM25</td></tr><tr><td>GX30</td><td>RM30</td></tr><tr><td>UMI30</td><td>RM30</td></tr><tr><td>UMI36</td><td>RM36</td></tr></table>	Prepaid Plan	Total cashback	UMI50	RM50	GX12	RM12	GX38	RM35	GT30	RM25	GX30	RM30	UMI30	RM30	UMI36	RM36				
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7.	How do I win the prizes and what is the winners’ selection criteria?	<p>The qualified participants will be selected with the following criteria:</p> <table><tr><th>Month</th><th>Campaign Period</th><th>Total Qualified participants</th><th>Selection Criteria</th><th>Rewards Fulfilment</th></tr><tr><td>Month 1</td><td>11th Feb – 12th Mar 2021</td><td>100</td><td>Every 128th Successful Transaction</td><td>By 30 March 2021</td></tr><tr><td>Month 2</td><td>13th Mar – 11th Apr 2021</td><td>100</td><td>Every 128th Successful Transaction</td><td>By 30 April 2021</td></tr><tr><td>Month 3</td><td>12th Apr – 11th May 2021</td><td>100</td><td>Every 128th Successful Transaction</td><td>By 30 May 2021</td></tr></table>	Month	Campaign Period	Total Qualified participants	Selection Criteria	Rewards Fulfilment	Month 1	11 th Feb – 12 th Mar 2021	100	Every 128 th Successful Transaction	By 30 March 2021	Month 2	13 th Mar – 11 th Apr 2021	100	Every 128 th Successful Transaction	By 30 April 2021	Month 3	12 th Apr – 11 th May 2021	100	Every 128 th Successful Transaction	By 30 May 2021
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FAQ (Page 3)



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8.	How do I claim my cashback reward?	<p>U Mobile will notify the participants of their entitlement to receive the Cashback via SMS. The Cashback amount will be credited to your Prepaid account (with the same MSISDN used to perform the transactions). U Mobile will only perform one attempt to credit the Cashback amount to your Prepaid account. In the event that such attempt failed due to circumstances (any), the Cashback amount will be forfeited.</p> <p>You must ensure that your U Mobile Prepaid is Active during the Campaign Period and until the fulfilment of rewards. "Active" in terms of being able to make and receive calls.</p>
9.	If I purchase the Prepaid Plans via other channels i.e. U Mobile portal/app or *118#, am I qualified?	No. You must purchase the plans via the participating online channels only. You may refer to the list of participating channels at FAQ Question No.5.
10.	Can I exchange the prize for other products?	The rewards are given on an "As is" basis and are not transferable or exchangeable for cash, in full or in part. U Mobile makes no warranties, express or implied, on the quality, merchantability or fitness for a particular purpose of the rewards. U Mobile reserves the right to substitute the rewards with another voucher or an item of similar value at any time without prior notice.
11.	Will I be notified personally if I am a winner?	You will receive an SMS notification from U Mobile prior to the cashback credited to your Prepaid account.
12.	Can I win more than one prize?	Yes. There are no limits on the entries or rewards for each participant during the Campaign Period.
13.	Who should I contact for more details on this promotion?	You may call our Customer Service Centre Hotline at 018-3881318 or dial 1318 from your U Mobile number. Alternatively, you may also send a message to our customer service on Facebook messenger.



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