

U Mobile’s 2024 Reload Raya Campaign
25th Mar – 24th Jun 2024
FAQ

No	Question	Answer								
1.	Where can I get more information about this Campaign?	You can log on to u.com.my/xxxx to get more information about this campaign.								
2.	When is the campaign period?	<p>This campaign runs from 25th March – 24th June 2024 with campaign month set out as table below:</p> <table border="1"> <thead> <tr> <th>Campaign Month</th> <th>Campaign Period</th> </tr> </thead> <tbody> <tr> <td>Month 1</td> <td>25 March 2024 – 24 April 2024</td> </tr> <tr> <td>Month 2</td> <td>25 April 2024 - 24 May 2024</td> </tr> <tr> <td>Month 3</td> <td>25 May 2024 - 24 June 2024</td> </tr> </tbody> </table>	Campaign Month	Campaign Period	Month 1	25 March 2024 – 24 April 2024	Month 2	25 April 2024 - 24 May 2024	Month 3	25 May 2024 - 24 June 2024
Campaign Month	Campaign Period									
Month 1	25 March 2024 – 24 April 2024									
Month 2	25 April 2024 - 24 May 2024									
Month 3	25 May 2024 - 24 June 2024									
3.	What are the requirements to participate in this campaign?	<p>To participate in this Campaign, you MUST:</p> <p>i. Purchase and perform a successful U Mobile Prepaid Reload transaction of minimum RM30 (“Reload”) at any of the participating retailers/channels which include but shall not be limited to those listed in the Table below and subscribe to a U Mobile Prepaid Plan (U40 OR GX38) via My UMobile apps or via UMB by dialing *118*1*1# within the Campaign Period;</p> <p>OR</p> <p>ii. Purchase the U Mobile Prepaid Plan (U40 OR GX38) directly from the Banks/E-Wallets Online Channels</p>								

U Mobile's 2024 Reload Raya Campaign
25th Mar – 24th Jun 2024
FAQ

No	Question	Answer																														
4.	What are the channels that I can purchase top up from?	<p>Kindly refer to the list below:</p> <table border="1"> <thead> <tr> <th>No</th> <th>Categories</th> <th>Merchants</th> </tr> </thead> <tbody> <tr> <td rowspan="14">1</td> <td rowspan="14">Banks</td> <td>Alliance Bank</td> </tr> <tr> <td>AmBank</td> </tr> <tr> <td>Agro Bank</td> </tr> <tr> <td>BSN</td> </tr> <tr> <td>CIMB</td> </tr> <tr> <td>Hong Leong Bank</td> </tr> <tr> <td>Bank Islam</td> </tr> <tr> <td>Kuwait Finance House</td> </tr> <tr> <td>Maybank</td> </tr> <tr> <td>Bank Muamalat</td> </tr> <tr> <td>MBSB</td> </tr> <tr> <td>Public Bank</td> </tr> <tr> <td>Bank Rakyat</td> </tr> <tr> <td>RHB</td> </tr> <tr> <td>UOB</td> </tr> <tr> <td rowspan="7">2</td> <td rowspan="7">Online/E-Wallets</td> <td>Boost</td> </tr> <tr> <td>BigPay</td> </tr> <tr> <td>GoPayz</td> </tr> <tr> <td>Grab</td> </tr> <tr> <td>Lazada</td> </tr> <tr> <td>Shopee</td> </tr> <tr> <td>Touch N' Go</td> </tr> <tr> <td>TrueMoney</td> </tr> </tbody> </table>	No	Categories	Merchants	1	Banks	Alliance Bank	AmBank	Agro Bank	BSN	CIMB	Hong Leong Bank	Bank Islam	Kuwait Finance House	Maybank	Bank Muamalat	MBSB	Public Bank	Bank Rakyat	RHB	UOB	2	Online/E-Wallets	Boost	BigPay	GoPayz	Grab	Lazada	Shopee	Touch N' Go	TrueMoney
No	Categories	Merchants																														
1	Banks	Alliance Bank																														
		AmBank																														
		Agro Bank																														
		BSN																														
		CIMB																														
		Hong Leong Bank																														
		Bank Islam																														
		Kuwait Finance House																														
		Maybank																														
		Bank Muamalat																														
		MBSB																														
		Public Bank																														
		Bank Rakyat																														
		RHB																														
UOB																																
2	Online/E-Wallets	Boost																														
		BigPay																														
		GoPayz																														
		Grab																														
		Lazada																														
		Shopee																														
		Touch N' Go																														
TrueMoney																																

U Mobile's 2024 Reload Raya Campaign
25th Mar – 24th Jun 2024
FAQ

			3	Convenient Store/PetroMart	U Mobile's web portal			
					U Mobile's mobile app			
					7-Eleven			
					Antop(Hospimart)			
					99 Speed Mart			
					BHP			
					CU			
					Caltex			
					Chois Mart			
					D'Mart			
					Family Mart			
					GT Mart			
					Happy Mart			
					KK Supermart			
					Luan Seng			
					myNews.com			
					Oppa Mart			
					Pernama			
					Petronas			
					Petron/Esso Mobil			
					Shell			
					4		Hypermart/Supermarket	Aeon
								AEON Big
		Bila-Bila Mart						
		Billion						
		Cold Storage						
		Eonsave						

U Mobile's 2024 Reload Raya Campaign
25th Mar – 24th Jun 2024
FAQ

					Giant	
					G-Express	
					Lotus	
					Mercato	
					Mydin	
					TF Value	
					Village Grocer	
			5	Other Retails	Ali Maju	
					BIG Pharmacy	
					Cosway	
					Caring	
					Guardian	
					Hai O	
					Mr D.I.Y.	
					POS Malaysia	
					Sakan	
					Watson's	
					Kiosk	PayQuick
					ALL terminal merchants	E-Pay
						MobilityOne
				Razer		

U Mobile’s 2024 Reload Raya Campaign
25th Mar – 24th Jun 2024
FAQ

No	Question	Answer												
5.	Are all prepaid subscribers eligible to participate in this campaign?	This campaign is open to all U Mobile Prepaid subscribers.												
6.	What is the U Mobile prepaid plans that I must subscribe to be eligible to enter this campaign?	You must subscribe to only U40 or GX38 prepaid plan												
7.	What are the campaign prizes and winners’ selection criteria?	<p>The participants who complete the steps listed in Q3 above will be shortlisted based on the following selection method, and if selected, the selected participants will be entitled to the monthly prizes as set out in the following Table:</p> <p>You must ensure your U Mobile prepaid remains active throughout the Campaign Period and until the issuance of Prizes. “Active” means able to make and receive calls.</p> <table border="1"> <thead> <tr> <th>Prizes</th> <th>Selection Method</th> <th>Total Winners</th> </tr> </thead> <tbody> <tr> <td>Top Prize: RM 1,200 Shopping Spree (“Shopping Spree”)</td> <td>Every 5000th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 5,000th, 10,000th, 15,000th, 20,000th, 25,000th and so forth (“Selection Method”)</td> <td>20</td> </tr> <tr> <td>2nd Prize: RM 200 Shopping Vouchers (“Shopping Vouchers”)</td> <td>Every 1000th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 1,000th, 2,000th, 3,000th, 4,000th, 5,000th and so forth (“Selection Method”)</td> <td>30</td> </tr> <tr> <td>Other Prize: 1 Month U40/GX38 Prepaid Plan Cashback (“Cashback”)</td> <td>Every 50th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 50th, 100th, 150th, 200th, 250th and so forth (“Selection Method”)</td> <td>800</td> </tr> </tbody> </table>	Prizes	Selection Method	Total Winners	Top Prize: RM 1,200 Shopping Spree (“Shopping Spree”)	Every 5000 th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 5,000 th , 10,000 th , 15,000 th , 20,000 th , 25,000 th and so forth (“Selection Method”)	20	2nd Prize: RM 200 Shopping Vouchers (“Shopping Vouchers”)	Every 1000 th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 1,000 th , 2,000 th , 3,000 th , 4,000 th , 5,000 th and so forth (“Selection Method”)	30	Other Prize: 1 Month U40/GX38 Prepaid Plan Cashback (“Cashback”)	Every 50 th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 50 th , 100 th , 150 th , 200 th , 250 th and so forth (“Selection Method”)	800
Prizes	Selection Method	Total Winners												
Top Prize: RM 1,200 Shopping Spree (“Shopping Spree”)	Every 5000 th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 5,000 th , 10,000 th , 15,000 th , 20,000 th , 25,000 th and so forth (“Selection Method”)	20												
2nd Prize: RM 200 Shopping Vouchers (“Shopping Vouchers”)	Every 1000 th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 1,000 th , 2,000 th , 3,000 th , 4,000 th , 5,000 th and so forth (“Selection Method”)	30												
Other Prize: 1 Month U40/GX38 Prepaid Plan Cashback (“Cashback”)	Every 50 th successful transaction (Reload with subscription of Prepaid Plan U40/GX38) For example: 50 th , 100 th , 150 th , 200 th , 250 th and so forth (“Selection Method”)	800												

U Mobile’s 2024 Reload Raya Campaign
25th Mar – 24th Jun 2024
FAQ

		You must ensure your U Mobile prepaid remains active throughout the Campaign Period and until the issuance of Prizes. “Active” means able to make and receive calls.
8.	Will I be notified personally if I am a winner?	U Mobile will notify the shortlisted participants for top & 2nd prize via phone call. The shortlisted participants will be required to answer one (1) question correctly. If the question is not answered correctly after two (2) attempts; OR if U Mobile is unable to contact the winner after two (2) voice call attempts, the winner will be disqualified and the next participant in line (based on highest Reload accumulation) will be contacted. If the participant is disabled and unable to answer the question verbally, a legal guardian or representative may assist to reply to the question posed.
9.	How do I claim my prize if I’m informed as the monthly winner?	<p>The Prizes are further subject to the following terms and conditions :</p> <p><u>Top Prize – RM1,200 Shopping Spree</u></p> <p>i. All the qualified participants are required to participate in a fifteen (15) minutes shopping spree at a venue decided by U Mobile.</p> <p>ii. U Mobile will contact pre-qualified participants via voice calls up to two (2) attempts only.</p> <p>iii. The identity of the pre-qualified participants will be verified by U Mobile. Once verified, the pre-qualified participants will be required to answer one (1) question correctly to qualify as successful participants for the Shopping Spree.</p> <p>iv. If the question is not answered correctly after two (2) attempts; or if U Mobile is unable to contact the pre-qualified participant after two (2) voice call attempts, he will be removed and the next eligible participant in sequence will be contacted.</p> <p>v. If the pre-qualified participant is disabled and unable to answer the question verbally, a legal guardian/representative may assist such pre-qualified participant to reply to the question posed.</p>

U Mobile's 2024 Reload Raya Campaign
25th Mar – 24th Jun 2024
FAQ

		<p><u>2nd Prize – RM200 Shopping Voucher</u></p> <p>i. Prize giving ceremony:</p> <ul style="list-style-type: none">- The participants may be required to attend a prize giving ceremony as scheduled by U Mobile (participants need to show their identification cards for verification purpose before collecting the prize);- In the event the participant is not able to attend the prize giving ceremony scheduled by U Mobile, the participant may appoint a representative to attend the prize giving ceremony on his behalf by producing a letter of authorization containing the representative's details, or the participant is required to collect the prizes within thirty (30) days at a venue selected by U Mobile. The photocopy NRIC/passport (front and back) of the authorized person must also be produced upon collection of the prize for verification purpose. Winners must bear all the expenses relating to attending the prize giving ceremony or collection of the prizes including travelling and transportation expenses. <p>ii. Non-contact prize fulfilment</p> <ul style="list-style-type: none">- The participant is required to provide a valid delivery address. Failure to provide a valid delivery address after two (2) times of attempted delivery arrangement will result in the forfeiture of the prizes. U Mobile may at its sole discretion revise the prize delivery arrangement. <p><u>Other Prize – 1 month U40/GX38 Cashback</u></p> <p>i. U Mobile will notify the participants of their entitlement to receive the Cashback via SMS. The Cashback will be credited to the participants' Prepaid account (with the same MSISDN used to perform the transactions). U Mobile will only perform one (1) attempt to credit the Cashback to the participants' Prepaid account. In the event that such attempt failed due to any reasons whatsoever, the Cashback will be forfeited.</p>
--	--	---

U Mobile's 2024 Reload Raya Campaign
25th Mar – 24th Jun 2024
FAQ

10.	Any conditions for the 15 mins shopping spree?	<p>The Shopping Spree event is subject to the following conditions:</p> <ul style="list-style-type: none"> - The objective is to grab not more than Ringgit Malaysia One Thousand Two Hundred (RM1,200) worth of products. - If any Shopping Spree participant is unable to attend at the date, time and venue selected by U Mobile, the participant's right to the prize will be forfeited and he will not be entitled to any payment or compensation regardless of the reason for failure to attend. - If a Shopping Spree participant grabs more than RM1,200 worth of products, the participants are required to top up the remaining on their own. - The Shopping Spree participants must not damage or create a mess on the selling floor. - Shopping Spree participants are not allowed to grab products in the following areas: liquor area, poultry, non-halal area, tobacco, fresh products, condoms. - Shopping Spree participants are also not allowed to open products or break product seals. - The sale price of any products damaged during the Shopping Spree will be counted towards the sum of RM1,200. - Participants are responsible for any damage which they cause to any property at the venue.
11.	Can I bring a partner to participate in the shopping spree event?	Yes. A participant is allowed to bring ONE (1) partner to assist in the 15 mins shopping spree event.
12.	When & where will the shopping spree event be held?	A representative from U Mobile will inform you via a phone call and inform you the date of the event.

U Mobile's 2024 Reload Raya Campaign

25th Mar – 24th Jun 2024

FAQ

13.	What If I can't attend the event? Can I exchange for other same value's product?	If any Shopping Spree participant is unable to attend at the date, time and venue selected by U Mobile, the participant will forfeit his right to the prize and is not entitled to any payment or compensation regardless of the reason for failure to attend.
14.	I am using the mobile number registered under my friend's name. Will I be entitled to the prizes if I am selected as one of the winners?	No. Only the registered user will be entitled to the prizes offered in this Campaign.
15.	If I use my existing remaining credit in my prepaid account and subscribe U40/GX38 prepaid plan, am I qualified?	No. You must top up minimum RM30 via the participating retailers & subscribe to U40 or GX38 prepaid plan via MyuMobile app or UMB, dial *118# OR Purchase the U Mobile Prepaid Plan (U40 OR GX38) directly from the Banks/E-Wallets Online Channels
16..	Can I exchange the prize for other products?	The Prizes are given on an "as-is" basis and are not transferable or exchangeable for cash, in full or in part. U Mobile reserves the right to substitute the Prizes with another voucher or an item of similar value at any time with prior notice to be given to winner.
17.	Can I win more than one prize?	Each participant is only entitled to win one (1) Prize throughout the Campaign Period.
18.	Who should I contact for more details on this promotion?	You may reach out to us through MyUMobile App or drop us your message on Facebook Messenger or Twitter.