

U Mobile's 2026 Prepaid Plan Campaign

1st Apr – 30th June 2026

FAQ



FAQ (page 1)



No	Question	Answer						
1.	Where can I get more information about this Campaign?	You can log on to u.my/prepaidcashback to get more information about this Campaign.						
2.	When is the Campaign period?	This campaign runs from 1 April – 30 June 2026.						
3.	What are the requirements to participate in this Campaign?	<p>1. You must purchase any of U Mobile Prepaid plans with a minimum value of RM30 (U Prepaid 50, U Prepaid 40, U Prepaid 35, GX43, GX38, GX30, UMI50, UMI36, UMI 30) via any of the participating online channels which including online banking, e-wallets or online channels (as listed in the table below within the Campaign Period</p> <table border="1" data-bbox="875 668 1692 1236"> <thead> <tr> <th>Categories</th> <th>Online Channels</th> </tr> </thead> <tbody> <tr> <td>A Online Banking</td> <td> 1. Ambank 2. BSN 3. CIMB 4. Hong Leong Bank 5. Bank Islam 6. Maybank 7. Bank Muamalat 8. MBSB 9. Bank Rakyat 10. Public Bank 11. RHB </td> </tr> <tr> <td>B E-Wallets/Online Channels</td> <td> 1. Boost 2. Lazada 3. Shopee App/ ShopeePay App 4. Touch N' Go eWallet </td> </tr> </tbody> </table> <p>2. Your purchased Prepaid plan must be of HIGHER VALUE than your previous purchase made prior to the Campaign Period.</p> <p>3. Any purchase of U Prepaid 50, GX43, UMI 50 plans, will be automatically qualified to participate.</p>	Categories	Online Channels	A Online Banking	1. Ambank 2. BSN 3. CIMB 4. Hong Leong Bank 5. Bank Islam 6. Maybank 7. Bank Muamalat 8. MBSB 9. Bank Rakyat 10. Public Bank 11. RHB	B E-Wallets/Online Channels	1. Boost 2. Lazada 3. Shopee App/ ShopeePay App 4. Touch N' Go eWallet
Categories	Online Channels							
A Online Banking	1. Ambank 2. BSN 3. CIMB 4. Hong Leong Bank 5. Bank Islam 6. Maybank 7. Bank Muamalat 8. MBSB 9. Bank Rakyat 10. Public Bank 11. RHB							
B E-Wallets/Online Channels	1. Boost 2. Lazada 3. Shopee App/ ShopeePay App 4. Touch N' Go eWallet							

FAQ (page 2)



No	Question	Answer												
4.	Are all Prepaid subscribers eligible to participate in this Campaign?	This Campaign is open to all U Mobile Prepaid subscribers who are Malaysian citizens only.												
5.	What are the U Mobile Prepaid Plans that I must purchase to be eligible to enter this Campaign?	You must purchase any of the Prepaid Plans below: U Prepaid 50, U Prepaid 40, U Prepaid 35, GX43, GX38, GX30 UMI50, UMI36												
6.	If I did not make any previous purchase of prepaid plan, am I still entitled?	No. You must purchase the new plan that is HIGHER VALUE than the previous purchase												
6.	What are the campaign prizes and winners' selection criteria?	<p>- The qualified participants who complete the steps listed in Q3 will be shortlisted to win the monthly prize as specified below:</p> <table border="1"> <thead> <tr> <th>Monthly Prize</th> <th>Campaign Month</th> <th>Total Winners</th> <th>Selection Criteria</th> </tr> </thead> <tbody> <tr> <td rowspan="3">RM5 Cashback in the form of Prepaid credit with the value</td> <td>Month 1 (1 - 30 April 2026)</td> <td>6,000</td> <td rowspan="3">Every 2nd successful transaction of the month For example: the 2nd, 4th, 6th, 8th, 10th transaction, and so on.</td> </tr> <tr> <td>Month 2 (1 – 31 May 2026)</td> <td>6,000</td> </tr> <tr> <td>Month 3 (1-30 June 2026)</td> <td>6,000</td> </tr> </tbody> </table> <p>- You must ensure that your U Mobile Prepaid remains active during the Campaign Period and until the rewards are fulfilled. An “active” line will be able to make and receive calls.</p>	Monthly Prize	Campaign Month	Total Winners	Selection Criteria	RM5 Cashback in the form of Prepaid credit with the value	Month 1 (1 - 30 April 2026)	6,000	Every 2nd successful transaction of the month For example: the 2nd, 4th, 6th, 8th, 10th transaction, and so on.	Month 2 (1 – 31 May 2026)	6,000	Month 3 (1-30 June 2026)	6,000
Monthly Prize	Campaign Month	Total Winners	Selection Criteria											
RM5 Cashback in the form of Prepaid credit with the value	Month 1 (1 - 30 April 2026)	6,000	Every 2nd successful transaction of the month For example: the 2nd, 4th, 6th, 8th, 10th transaction, and so on.											
	Month 2 (1 – 31 May 2026)	6,000												
	Month 3 (1-30 June 2026)	6,000												

FAQ (Page 3)



No	Question	Answer
8.	Will I be notified personally if I am a winner?	U Mobile will notify the participants of their entitlement to receive the Cashback Prizes via SMS. The Cashback Prizes will be credited to the winners' Prepaid account (with the same MSISDN used to perform the transactions). U Mobile will only perform one attempt to credit the Cashback Prizes to the winners' Prepaid account. In the event that such attempt failed due to any reasons whatsoever, the Cashback Prizes will be forfeited.
9.	If I use the remaining credit in my Prepaid account and subscribe to a Prepaid plan RM30 or above, will I qualify?	No. You must purchase the Prepaid plan directly via the participating online channels to be qualified to enter this campaign. (Please refer to Q3)
10.	Can I win more than one reward during campaign period?	Each participant is only entitled to win one (1) prize each month
11.	Can I exchange the reward for other products?	The Reward is given on an "as-is" basis and is not transferable or exchangeable for cash, either in full or in part. U Mobile makes no express or implied warranties regarding the quality, merchantability, or fitness of the Reward for any particular purpose. U Mobile reserves the right to substitute the Reward with another voucher or an item of similar value at any time without prior notice.
12.	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.



018 388 1318 • u.com.my