

**FAQ ON TM BILL PAYMENT VIA FPX CASA ON unifi PORTAL & care@unifi APP**

NO	QUESTION	ANSWER
<b>QUESTIONS ON TM BILL PAYMENT VIA FPX CASA ON unifi PORTAL AND CARE@unifi APP</b>		
1	<b>Tell me more about this campaign.</b>	<ul style="list-style-type: none"> <li>▪ We're introducing a new payment method which allows our customers to pay their TM bill via unifi portal at <a href="http://www.unifi.com.my">www.unifi.com.my</a> and through our app; care@unifi.</li> <li>▪ Payment can be made via FPX Current Account &amp; Savings Account (CASA) which links to your savings/current account and what's great is that you can choose up to 18 participating banks.</li> <li>▪ On top of this, customers also stand a chance to win attractive prizes!</li> </ul>
2	<b>Who is eligible to participate?</b>	<ul style="list-style-type: none"> <li>▪ The campaign is open to all unifi and broadband (Streamyx) customers for both Home and Business segments.</li> </ul>
3	<b>When is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ The campaign starts from 1 October and will run for 3 months until 31 December 2018.</li> </ul>
4	<b>I'm interested to participate. Is there any criteria to participate in this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Yes. Please ensure that you make full payment of your unifi/broadband (Streamyx) bill using FPX CASA via unifi portal at <a href="http://www.unifi.com.my">www.unifi.com.my</a> or care@unifi app.</li> <li>▪ Each successful FPX CASA transaction will be eligible for one (1) entry each month.</li> </ul>
5	<b>What type of service payment can be made using FPX CASA via unifi portal or care@unifi app?</b>	<ul style="list-style-type: none"> <li>▪ Basically everything! You can make payment for your unifi/broadband (Streamyx) accounts.</li> <li>▪ This is applicable for both Home and Business segments.</li> </ul>

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6	<p><b>Can you guide me on how to make payment using FPX CASA via unifi portal and care@unifi app?</b></p>	<ul style="list-style-type: none"> <li>▪ Two (2) ways on how you can do this:           <ul style="list-style-type: none"> <li>▪ <b>Payment via unifi portal</b> <ul style="list-style-type: none"> <li>➢ Simply log into your account at our unifi portal, <a href="http://www.unifi.com.my">www.unifi.com.my</a> and choose “pay bills”.</li> <li>➢ You will need to key in your registered login ID and password.</li> </ul> </li> </ul> </li> <li>Or;           <ul style="list-style-type: none"> <li>▪ <b>Payment via care@unifi app</b> <ul style="list-style-type: none"> <li>➢ Download the care@unifi app via Google Play Store or Apple App Store.</li> <li>➢ You will need a registered account to use the app. If you have an existing account at our unifi self-help portal, please login using the same registered login ID and password.</li> <li>➢ Once registered, your account will be displayed on the dashboard.</li> <li>➢ View the outstanding payment on your account and click “pay”.</li> </ul> </li> </ul> </li> </ul>
7	<p><b>How do I check if my bank is listed and offering such service?</b></p>	<ul style="list-style-type: none"> <li>▪ We have a total of 18 banks offering this service. To view the list of participating banks, simply log in to <a href="http://www.paynet.my/fpx/banks-tpa.html">http://www.paynet.my/fpx/banks-tpa.html</a></li> </ul> <p><i>For frontliner’s quick reference:</i></p> <ol style="list-style-type: none"> <li>1. <i>Affin Bank / Affin Islamic Bank</i></li> <li>2. <i>Alliance Bank / Alliance Islamic Bank</i></li> <li>3. <i>AmBank / AmBank Islamic</i></li> <li>4. <i>Bank Islam</i></li> <li>5. <i>Bank Muamalat</i></li> <li>6. <i>Bank Rakyat</i></li> <li>7. <i>BSN</i></li> <li>8. <i>CIMB / CIMB Islamic</i></li> <li>9. <i>Deutsche Bank</i></li> <li>10. <i>Hong Leong Bank / Hong Leong Islamic Bank</i></li> <li>11. <i>HSBC / HSBC Amanah</i></li> <li>12. <i>Kuwait Finance House</i></li> <li>13. <i>Maybank / Maybank Islamic</i></li> <li>14. <i>OCBC Bank / OCBC Al-Amin</i></li> <li>15. <i>Public Bank / Public Islamic Bank</i></li> <li>16. <i>RHB Bank / RHB Islamic Bank</i></li> <li>17. <i>Standard Chartered / Standard Chartered Saadiq</i></li> <li>18. <i>UOB</i></li> </ol>

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8	<b>Is there any charge imposed upon payment made?</b>	<ul style="list-style-type: none"> <li>▪ No. It's FREE for all channels, no additional charges will be imposed.</li> </ul>
9	<b>I've already made the payment. How long will it take for the payment to be reflected via FPX CASA?</b>	<ul style="list-style-type: none"> <li>▪ Upon successful payment at your end, the payment will be updated within four (4) hours in the system. You will receive a notification once our system has accepted the payment.</li> </ul>
10	<b>Do I need to submit any supporting documents to participate in this campaign?</b>	<ul style="list-style-type: none"> <li>▪ You don't need to submit any supporting document. Just make full payment of your unifi/broadband (Streamyx) bill using FPX CASA via unifi portal at <a href="http://www.unifi.com.my">www.unifi.com.my</a> and care@unifi app.</li> <li>▪ Each successful FPX CASA transaction will be eligible for one (1) entry each month.</li> </ul>
11	<b>What are the prizes that I can win under this campaign?</b>	<ul style="list-style-type: none"> <li>▪ We have three (3) categories of prizes to be won: <ul style="list-style-type: none"> <li>▪ Grand Prize : 3 X Samsung TAB 3V</li> <li>▪ Monthly : 9 X RM100 AEON Vouchers</li> <li>▪ Consolation Prize : 9,000 X RM10 bill rebate</li> </ul> </li> </ul>
12	<b>What do I need to do to be eligible for winning?</b>	<ul style="list-style-type: none"> <li>▪ Winners will be selected on monthly basis via a lucky draw.</li> <li>▪ Once selected, customers will then need to answer two (2) simple questions which will be sent via email, within five (5) working days.</li> </ul>
13	<b>When is the winner selection?</b>	<ul style="list-style-type: none"> <li>▪ We will select the winners according to the following schedule: <ul style="list-style-type: none"> <li>➤ <b>Grand Prize Winner</b> will be selected at the end of the campaign and announced one (1) month after the campaign ends.</li> <li>➤ <b>Monthly Prize Winners</b> will be selected on monthly basis and will be announced each month.</li> <li>➤ <b>Consolation Prize Winners</b> will be selected on monthly basis and will be announced each month.</li> </ul> </li> </ul>

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14	<b>How will I know if I am a winner?</b>	<ul style="list-style-type: none"> <li>▪ We will notify all winners (Grand, Monthly and Consolation) via email or call.</li> </ul> <p><i>*Please note that for Consolation prize winners, the rebate will be reflected in their monthly bill statement.</i></p>
15	<b>Where I can find more info on FPX CASA?</b>	<ul style="list-style-type: none"> <li>▪ To know more, please visit <a href="http://www.paynet.my/personal-fpx.html">http://www.paynet.my/personal-fpx.html</a>.</li> </ul>
16	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> <li>▪ Live Chat with TM via the care@unifi app</li> <li>▪ unifi self-help portal at <a href="http://unifi.com.my/chat/index.html">unifi.com.my/chat/index.html</a></li> <li>▪ Facebook at <a href="https://www.facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>▪ Community at <a href="https://community.unifi.com.my/">https://community.unifi.com.my/</a></li> <li>▪ Twitter at @helpmeunifi</li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit us at any of our TMpoint outlets nationwide.</li> </ul>