

FAQ

Where can I enjoy this Promotion?

This Promotion is available at all 99 Speed Mart stores nationwide.

Who is entitled to this Promotion?

This Promotion is open to anyone with a valid NRIC, passport or IKAD.

How much credit is preloaded in the SIM card?

Every activated SIM card is preloaded with RM6 credit.

Is this a Prepaid or Postpaid plan?

This is a Prepaid plan.

How do I register the SIM card?

The staff at the 99 Speed Mart store where you purchased the SIM card will help you with the registration. You will be required to provide the staff with your personal details and your original NRIC, passport or IKAD.

What entitles me to the 99 Speed Mart FREE RM10 Credit Promo?

You must purchase a U Mobile Prepaid starter pack + reload RM10 and above by the end of the next day to be entitled to RM5 FREE Credit. And, if you subscribe to GX30 by the end of the next day (from the day you purchased the Unlimited FUNZ Prepaid starter pack) and your account is Active, you are entitled to RM5 additional airtime credit.

After I perform the reload and subscribe to GX30 by the end of the next day, how long will it take for me to receive the FREE credit of RM5.00?

Once you have successfully reloaded RM10 or more and subscribed to GX30 by the end of the next day from the time U Mobile activates your account, you will receive the RM10.00 FREE Credit immediately.

Am I still entitled for this Promotion if I perform a top up of RM10 denomination twice?

Yes. As long as you are a new user and reload RM10 and above by the end of the next day, you are eligible to participate in this Promotion.

If I top up RM30 in a single receipt, am I entitled to participate in this Promotion. If so, how much free credit will I get?

Yes. As long as you are a new user and reload RM10 and above by the end of the next day, you are eligible to participate in this Promotion. The free credit provided by U Mobile will be RM5.00.

Can I purchase the SIM card but activate it later?

Yes, all SIM cards can be activated by any store manager/supervisor/cashier at 99 Speed Mart. You will be required to provide your personal details and original identification.

I am a UNHCR refugee card holder, am I entitled to this Promotion?

No. Only valid NRIC and passport holders are entitled to this Promotion.

Can I register both SIM cards under the same person? How many packs can I register under this Promotion?

Yes. You can register both SIM cards using the same NRIC, as long as you have not exceeded the limit of 5 SIM cards registered with us under a single NRIC or passport.

How long will this Promotion run?

This Promotion will run from 20th November 2019 (12AM) – 19th May 2020 (11.59PM).

How do I enjoy the free credit?

You must purchase a Starter Pack from any 99 Speed Mart store nationwide and top up a minimum of RM10 and above and subscribe to GX30 by the end of next day in order to enjoy the free credit.

Can I use my free calls to call my friends from other local operators?

Yes, you can make calls to any telco network in Malaysia with the free credit.

How about making calls outside of the U Mobile network?

For calls outside the U Mobile network, standard call and SMS rates will apply.

Can I use the free credit to call out of Malaysia?

No, the free credit is only valid for local calls within Malaysia, and is not to be used on IDD/SMS and while roaming overseas.

Will the free credit be carried forward if I do not finish it?

No, the free credit must be utilised within 5 days and cannot be carried forward.

Can I still enjoy the promotion if I reload another RM10 and above after I have finished utilising the free credit?

No, you are only entitled to receive the free credit once (1st bucket).