

Frequently Asked Questions (FAQ)

1. Where can I get more information about this Contest?

You can log in to <https://www.u.com.my/extra/promotions/good-deals-for-u> to get more information about this Contest.

2. When is the reload promotion period?

The promo runs starting from 19th Jan – 19th Apr 2019

3. What are the participating channel in this promotion?

7-Eleven outlets nationwide

4. What are the prizes that I can win?

A total of 2215 prizes will be given out throughout the Promotion Period on daily basis as set out below:

Prizes	Daily/ Monthly	No. of winners
Daily Prize Shopping Vouchers (RM 100 per winner)	Daily	(24 pax/day) Total winners: 2208
Grand Prize		
Month 1- Iphone 11 pro	Monthly	3
Month 2- Ang Pow (Cash prize of RM 5000)		3
Month 3- Holiday for 2 to Japan (Inclusive of 2 flight tickets & accommodation)		1
Total		2215

5. What is the minimum requirement to participate in this contest?

To participate in this Promotion, you must purchase and perform a successful U Mobile Prepaid Reload transaction of minimum RM30 at any 7-Eleven stores nationwide and start utilizing the Reload within the Promotion Period. Each successful Prepaid Reload transaction which has been utilized will be considered as an entry. No entry forms are required.

6. How to win?

- Daily winner:

Twenty four (24) winner will be selected based on every 500th successful Reload transaction starting from 88th transaction of the day to be in the running to win the prizes.

- Monthly winner:

- 3 Winners per month for Month 1 and 2 will be shortlisted based on the highest cumulative value from highest to lowest of the Reload purchased.
- 1 winner per month for Month 3 will be selected based on the highest cumulative value of the Reload purchased.

- 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 shortlisted participant after two (2) voice call attempts, he/she will be disqualified and the next shortlisted participant in sequence will be contacted.

7. How do I redeem the Daily prizes (Shopping e-vouchers)?

The winner will be notified via SMS and winners are required to redeem the e-vouchers via MyUMobile App. The e-vouchers valid for 90 days from the receipt of the SMS notification. The e-voucher will be automatically forfeited if the winner does not redeem within 90 days. Winners are not allowed to sell the e-voucher code to any third parties.

8. How do I redeem the Monthly prizes?

All the winners will be notified via phone call. The winner is required to attend the prize giving ceremony scheduled by U Mobile.

For RM5000 cash's winners, He/ she requires to give full name (according to NRIC) for the issuance of cheque or a valid bank account number for U Mobile to deposit the cash prize amount. Failure to provide the required details, prizes will be forfeiture.

9. What is included in the Travel voucher to Japan?

It includes flight and accommodation for 2 person.

10. If I purchase the top up but I don't perform top up to my phone, am I still qualified?

No.

You must perform a successful top up then only you are qualified to enter the contest.

11. If I reload through other channel eg. Handphone dealers, am I qualified?

No. You must top up via 7-Eleven outlets only.

12. Can I exchange the prize with other product?

The prizes 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. U Mobile reserves the right to substitute the prizes with another voucher or an item of similar value at any time without prior notice.

13. What if I can't attend the scheduled prize giving ceremony?

The winner can send representative to attend the prize giving ceremony on behalf. The winner has to notify U Mobile's representative the name, NRIC/Passport No and contact number of their representatives

14. Can I win the prize more than once?

No, each participant is only entitled to win one (1) prize for the entire Contest Period.

15. Who should I contact for more details on this promotion ?

You may call our Customer Service Centre Hotline at 018-3881318 or 1318 from your U Mobile number.