

## Frequently Asked Questions (FAQ)

- 1. How many U Mobile Prepaid starter packs can I buy at RM4 when my bill is more than RM20?**

There is only 1 UM starter pack, limited to only one pack per receipt

- 2. If I am limited to one pack per receipt, can I separate my receipts by paying multiple times?**

Yes

- 3. If the free U Mobile prepaid packs is out-of-stocks, can I redeem it once it is available?**

No. This is because the transaction needs to be completed on the spot. However, U Mobile will try to replenish the stocks as soon as possible so that you get it at your next shopping day