

## Frequently Asked Questions (FAQ)

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

You may visit [u.my/maybank](http://u.my/maybank) to get more information about this contest.

**2. When is the reload promotional period?**

The promotional period runs from 17<sup>th</sup> Feb – 30<sup>th</sup> Apr 2020

**3. What are the participating channels in this promotion?**

Maybank2u (Web and App): <https://www.maybank2u.com.my/> including the MAE e-Wallet

**4. What are the prizes that I can win?**

Prizes below will be given out throughout the Promotion Period on a daily & monthly basis as set out below:

Prizes & Winners Selection		
Daily	Daily Prizes: 100% Reload Credit Back	(20 pax/day)
Monthly	Monthly Prize: Samsung Galaxy Note10	(1 pax/ month) Total Winners: 2 Based on highest accumulated reloader according to the below schedule: Month 1: 17 February – 24 March 2020 Month 2: 25 March – 30 April 2020

**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 RM30 and above via Maybank2u (Web and App) including MAE and start utilising the Reload (e.g. for calls or data) within the Promotional Period. Each successful Prepaid Reload transaction which has been utilised will be considered as an entry. No entry forms are required.

**6. How to win?**

- **Daily Prizes:**

20 winners will be selected daily, based on every 500th successful reload transaction, starting from the 88th transaction of the day (e.g. the 88<sup>th</sup>, 588<sup>th</sup>, 1088<sup>th</sup> successful reloader and so forth). The winner selection process will be repeated every day and daily prizes will be given out on a weekly basis.

- **Monthly Prize:**

1 Winner per month for Month 1 (17 February – 24 March 2020) and Month 2 (25 March – 30 April 2020) will be shortlisted based on the highest accumulated value of purchased reloads in a month.

**7. How do I redeem the Daily prizes?**

Daily winners will receive a 100% credit back on the Reload amount. Winners will be notified via SMS and the credit will be automatically transferred to your U Mobile number. The daily prizes will cease once the maximum Reload credit back amount of RM61,000.00 has been fully redeemed or at the expiration of the Promotion Period, whichever is earlier.

**8. How do I redeem the Monthly prizes?**

Monthly prize winners will be notified via phone call. You will be required to attend the prize giving ceremony scheduled by U Mobile and present your identification card for verification purposes before collecting the prizes.

**9. Am I still qualified for the contest if the top up is not completed on my phone?**

No. A successful reload inclusive of the phone top up is required for the contest entry.

**10. Am I still qualified for the contest if the reload is done via other channels, e.g. Mobile Phone sellers?**

No. You must top up via Maybank2u (Web and App) or MAE e-Wallet only.

**11. Can the prizes be exchanged?**

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 vouchers or an item of similar value at any time without prior notice.

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

If you are unable to attend the prize giving ceremony scheduled by U Mobile, you may send a representative to attend the prize giving ceremony on your behalf. Otherwise, you are required to collect your prize within 30 days at a venue selected by U Mobile.

**13. Can I win more than once?**

You are only entitled to win one (1) daily prize and one (1) monthly prize throughout the entire promotional period.

**14. Who should I contact for more details on this contest?**

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