

**2025 Raya Reload Campaign**  
**Terms and Conditions**

1. This '2025 Raya Reload Campaign' ("**Campaign**") is organized by U Mobile Sdn. Bhd. (Company Registration No.: 199101013657 (223969-U)) ("**U Mobile**") which commences at 00:00:00 on 24 March 2025 and ends at 23:59:59 on 25 July 2025 ("**Campaign Period**"). All entries received outside the Campaign Period will be automatically disqualified.
2. By participating in this Campaign, you agree to be bound by all the terms and conditions below ("**Terms and Conditions**").
3. **Campaign Eligibility**
  - a. This Campaign is open to all U Mobile Prepaid subscribers.
  - b. U Mobile's employees and their immediate family members are not allowed to participate in this Campaign.
  - c. Any consents, indemnities, agreement, undertakings, representations and warranties given under these Terms and Conditions by eligible participants who are below the age of 18 years old are deemed to have been given by their parents or guardians.
  - d. U Mobile reserves the right to reject any entries or disqualify participants without assigning any reason.
4. **Campaign Mechanism**
  - a. To participate in this Campaign, you MUST:
    - i. Purchase and perform a successful U Mobile Prepaid Reload transaction ("**Reload**") at any of the participating retailers and online channels which include those listed in Table B below and subscribe to a U Mobile Prepaid Plan ("**Prepaid Plan**") as specified in the Table A below via MyUMobile App or via UMB by dialing \*118\*1\*1# within the Campaign Period; OR

**Table A**

Accumulation of Reload Amount via Participating Retailers and Online Channels Only	Prepaid Plan	Remarks
Minimum RM35	U Prepaid 50	Applicable for whole Malaysia
	U Prepaid 40	
	U Prepaid 35	
	GX43	
	GX38	
	UMI50	
	UMI36	
Minimum RM15	U Prepaid Borneo 20	Applicable for Sabah and Sarawak only

- ii. Purchase the U Mobile Prepaid Plan (U Prepaid 50, U Prepaid 40, U Prepaid 35, GX43, GX38, UMI50, UMI36) directly from the banks/e-wallets/online channels

**Table B: Participating Retailers/Online Channels:**

No	Categories	Retailers/Online Channel
1	Banks	Alliance Bank
		AmBank
		Agro Bank
		BSN
		CIMB
		Hong Leong Bank
		Bank Islam
		Kuwait Finance House
		Maybank
		Bank Muamalat
		MBSB
		Public Bank
		Bank Rakyat
		RHB
		UOB
2	Online/E-Wallets	Boost
		BigPay
		Grab
		Lazada
		Shopee
		Touch N' Go
		TrueMoney
		U Mobile's web portal
		U Mobile's mobile app (MyUMobile App)
3	Convenient Store/PetroMart	7-Eleven
		Antop(Hospimart)
		99 Speed Mart
		BHP
		CU
		Caltex
		Chois Mart
		D'Mart
		Family Mart
		GT Mart
		Happy Mart
		KK Supermart
		Luan Seng
		myNews.com
		Oppa Mart
		Pernama
		Petronas

		Petron/Esso Mobil
		Shell
		Caltex
		5 Petrol
4	Hypermart/Supermarket	Aeon
		AEON Big
		Bila-Bila Mart
		Billion
		Cold Storage
		Eonsave
		Giant
		G-Express
		Lotus
		Mercato
		Mydin
		TF Value
		Village Grocer
5	Other Retailers	Ali Maju
		BIG Pharmacy
		Cosway
		Caring
		Guardian
		Hai O
		Mr D.I.Y.
		POS Malaysia
		Sakan
		Watson's
	Kiosk	PayQuick
	All merchants with payment terminal	E-Pay
		MobilityOne
		Razer

- b. No entry forms are required.
- c. Each successful Reload transaction with the purchase of U Mobile Prepaid Plan as stated in paragraph 4 (a) is qualified to participate in this Campaign based on the Campaign Month as set out in the Table below:

Campaign Month	Campaign Period
Month 1	24 March 2025 – 23 April 2025
Month 2	24 April 2025 - 24 May 2025
Month 3	25 May 2025 - 24 June 2025
Month 4	25 June 2025 – 25 July 2025

- d. The following are illustrations of whether the transaction is qualified to participate in this Campaign:

**Example: Mobile No : 018-1234567**

Transaction	Date (Reload)	Date (Prepaid Plan)	Remarks
Transaction 1	Perform Reload of any amount on 1 April 2025	Subscribe to U Prepaid 40 on 2 April 2025	Qualified
Transaction 2	Perform a Reload of RM50 on 1 May 2025	Subscribe to GX30 on 1 May 2025	Not qualified Reason: Prepaid plan is not eligible
Transaction 3	<i>Not Applicable</i>	Purchase U Prepaid 40 via any Maybank's Channel on 31 May 2025	Qualified
Transaction 4	Perform a Reload of RM100 via non-participating retails/online channel on 1 June 2025	Subscribe to U Prepaid 50 on 1 June 2025	Not Qualified. Reason: Reload is not purchased via any participating retailers/online channels
Transaction 5	Subscriber from Peninsular Malaysia perform a Reload of RM100 on 1 May 2025	Subscribe to U Prepaid Borneo 20 on 1 May 2025	Not qualified. Reason: The Subscriber is not from the East Malaysia

## 5. Prizes and fulfilment

- a. The participants who complete the steps listed in paragraph 4 above will be shortlisted based on the following selection method. The shortlisted participants will be entitled to the monthly prizes ("**Prizes**") as set out in the following Table:

Month	Campaign Period	Prizes	Selection Method (for Shortlisted Participants)	Total Winners
Month 1	24 March 2025 – 23 April 2025	<b>Top Prize:</b> Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000, and RM500 (" <b>Home Makeover</b> ")	Every 5000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan) <b>For example:</b> 5,000 <sup>th</sup> , 10,000 <sup>th</sup> , 15,000 <sup>th</sup> , 20,000 <sup>th</sup> , 25,000 <sup>th</sup> and so forth	18
		<b>Other Prize:</b> 100% Cashback (Based on Prepaid Plan's value subscribed) (" <b>Cashback</b> ")	Every 88 <sup>th</sup> successful Transaction (Reload with subscription of Prepaid Plan) <b>For example:</b> 88 <sup>th</sup> , 176 <sup>th</sup> , 264 <sup>th</sup> , 352 <sup>nd</sup> , 440 <sup>th</sup> and so forth	700

Month 2	24 April 2025 – 24 May 2025	<b>Top Prize:</b> Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000, and RM500 <b>(“Home Makeover”)</b>	Every 5000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan) For example: 5,000 <sup>th</sup> , 10,000 <sup>th</sup> , 15,000 <sup>th</sup> , 20,000 <sup>th</sup> , 25,000 <sup>th</sup> and so forth	18
		<b>Other Prize:</b> 100% Cashback (Based on Prepaid Plan’s value subscribed) <b>(“Cashback”)</b>	Every 88 <sup>th</sup> successful Transaction (Reload with subscription of Prepaid Plan) For example: 88 <sup>th</sup> , 176 <sup>th</sup> , 264 <sup>th</sup> , 352 <sup>nd</sup> , 440 <sup>th</sup> and so forth	700
Month 3	25 May 2025 – 24 June 2025	<b>Top Prize:</b> Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000 and RM500 <b>(“Home Makeover”)</b>	Every 5000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan) For example: 5,000 <sup>th</sup> , 10,000 <sup>th</sup> , 15,000 <sup>th</sup> , 20,000 <sup>th</sup> , 25,000 <sup>th</sup> and so forth	18
		<b>Other Prize:</b> 100% Cashback (Based on Prepaid Plan’s value subscribed) <b>(“Cashback”)</b>	Every 88 <sup>th</sup> successful Transaction (Reload with subscription of Prepaid Plan) For example: 88 <sup>th</sup> , 176 <sup>th</sup> , 264 <sup>th</sup> , 352 <sup>nd</sup> , 440 <sup>th</sup> and so forth	700
Month 4	25 June 2025 – 25 July 2025	<b>Top Prize:</b> Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000 and RM500 <b>(“Home Makeover”)</b>	Every 5000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan) <b>For example:</b> 5,000 <sup>th</sup> , 10,000 <sup>th</sup> , 15,000 <sup>th</sup> , 20,000 <sup>th</sup> , 25,000 <sup>th</sup> and so forth	18
		<b>Other Prize:</b> 100% Cashback (Based on Prepaid Plan’s value subscribed) <b>(“Cashback”)</b>	Every 88 <sup>th</sup> successful Transaction (Reload with subscription of Prepaid Plan) <b>For example:</b> 88 <sup>th</sup> , 176 <sup>th</sup> , 264 <sup>th</sup> , 352 <sup>nd</sup> , 440 <sup>th</sup> and so forth	700

- b. In addition to the selection method set out in the Table above, 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 winner after two (2) voice call attempts, the winner will be disqualified and the next eligible participant will be contacted. If the

participant is disable and unable to answer the question verbally, a legal guardian or representative may assist to reply to the question posed.

**c. Top Prize: Home Make Over**

- i. The shortlisted participants are required to participate in a prize giving ceremony (**"Prize Giving Ceremony"**) event at a venue, date and time as determined and notified by U Mobile.
- ii. If any the shortlisted participants are unable to attend the Prize Giving Ceremony event, the Prizes will be forfeited and these participants will not be entitled to any payment or compensation regardless of the reason for failure to attend.
- iii. All the shortlisted participants are required to participate and complete mini games (as determined by U Mobile) during the Prize Giving Ceremony in order to win the Home Makeover Prizes as specified in the Table below. The winners for the Home Makeover Prizes will be based on the participant with the fastest or highest points (based on the participation in the mini games).

Home Makeover Prize	Total Winners/Month
Cash Voucher worth RM3,500	3
Cash Voucher worth RM2,000	3
Cash Voucher worth RM1,500	3
Cash Voucher worth RM1,000	3
Cash Voucher worth RM500	6

- iv. During the Prize Giving Ceremony event, the participants are responsible for any losses, costs or damages caused to any property at the venue.
- iv. The winners are required to participate in a photography session during the Prize Giving Ceremony.

**Other Prize: Cashback**

- i. U Mobile will notify the participants of their entitlement to receive the Cashback via SMS. The Cashback will be credited to the participants' U Mobile Prepaid account (with the same mobile number used to perform the transactions). U Mobile will only make one (1) attempt to credit the Cashback to the participants' U Mobile Prepaid account. If such attempt fails due to any reasons whatsoever, the Cashback will be forfeited.
- d. The participants must ensure that their U Mobile Prepaid account is active during the Campaign Period and until the issuance of all Prizes. "Active" means able to make and receive calls.
- e. Each participant is only entitled to win one (1) prize during the entire Campaign Period.
- f. 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 of the Prizes. U Mobile reserves the right to substitute the Prizes with another voucher or an item of similar value at any time without prior notice.

- g. The winners shall deal directly with the manufacturer or vendor for any queries, disputes, warranty information or claims relating to the Prizes without recourse to U Mobile. All loss, damage and/or injury arising from the use of the Prize shall be at the risk of the winners.
- h. All unclaimed Prizes will be forfeited. Any winner whose Prize has been forfeited shall not be entitled to any payment or compensation.
- i. All winners must abide by these Terms and Conditions and the terms and conditions applicable to the Prizes.
- j. U Mobile is entitled to require the return of or to claw back the Prizes credited or any amount similar in value to the Prizes in any form (as determined by U Mobile) within 1 year from the end of the Campaign Period from the eligible participant's U Mobile Prepaid account for any transactions that are subsequently cancelled, voided, reversed, disputed, refunded or which are unauthorised or fraudulent.

## **6. General**

- a. U Mobile's decisions on any matter relating to this Campaign are final and binding on all participants. If any matters arise which are not covered in these Terms and Conditions, they will be determined solely by U Mobile.
- b. U Mobile may change any of these Terms and Conditions including terminating or suspending this Campaign and extending the Campaign Period. Any such change will be announced on our website. It is your responsibility to check these Terms and Conditions on our website and if you do not agree to any of the changes, you must immediately cease participation in the Campaign.
- c. All rewards or Prizes are accepted entirely at the risk of the participants. To the extent permitted by law, U Mobile excludes all liability in connection with this Campaign. All participants and if the participants are below eighteen (18) years of age, their parents or guardians, agree to release U Mobile from and indemnify U Mobile against all liability (including negligence) for any personal injury or for loss or damage (including loss of opportunity); whether direct or indirect, special or consequential arising out of participation in this Campaign.
- d. By participating in the Campaign, all participants:
  - i. consent for U Mobile to collect, record, hold, store, use and disclose their personal information for purposes which are necessary or related to the participation in the Campaign; and
  - ii. consent for U Mobile to disclose or publish their personal information such as their names and identities and any general information that U Mobile sees fit about the participants in any media, marketing or advertising materials; and
  - ii. grant U Mobile the absolute and unrestricted right to modify, use and publish any still or moving images of the participants for any promotional, marketing, commercial or other related purpose, without any payment or compensation.

- e. Any consents, indemnities, agreement, undertakings, representations and warranties given under these Terms and Conditions by participants who are below the age of 18 years old are deemed to have been given by their parents or guardians.
- f. The subscription and use of U Mobile's Prepaid mobile service are subject to U Mobile's standard Prepaid Terms and Conditions, the respective Prepaid Plans terms and conditions and where applicable, these Terms and Conditions. If there are any inconsistencies, between these Terms and Conditions, U Mobile's standard Prepaid Terms and Conditions and the respective Prepaid Plans terms and conditions, the conflict will be resolved in the following descending order:
  - i. the Prepaid Terms and Conditions;
  - ii. the respective Prepaid Plans terms and conditions; and
  - iii. these Terms and Conditions.
- g. The Campaign and these Terms and Conditions are governed by the laws of Malaysia. The participants agree that the Courts of Malaysia have jurisdiction over all matters arising from this Campaign.
- h. If there is any conflict between the English and other language versions, the English version shall prevail.
- i. **Disclaimer:** Bank Rakyat shall not be liable for any loss whatsoever arising from participation of this Campaign. All responsibilities and liabilities are solely with Umobile. By participating this Campaign, the participants agree to release Bank Rakyat from any claims or liabilities whatsoever related to their participation.