

U Mobile's 2025 Reload Raya Campaign
24th Mar – 25th July 2025
FAQ

| No | Question | Answer | | | | | | | | | | | | | | | |
|---|--|--|---|--------------|-----------------|--------------|--------------|-------------------------------|--------------|--------------|-----------------------------|---------|-------|----------------------------|---------|--|-----------------------------|
| 1. | Where can I get more information about this Campaign? | You can log on to http://u.com.my/home-makeover to get more information about this campaign. | | | | | | | | | | | | | | | |
| 2. | When is the campaign period? | <p>This campaign runs from 24 March – 25 July 2025 with campaign month set out as table below:</p> <table><tr><th colspan="2">Campaign Month</th><th>Campaign Period</th></tr><tr><td>Month 1</td><td></td><td>24 March 2025 – 23 April 2025</td></tr><tr><td>Month 2</td><td></td><td>24 April 2025 - 24 May 2025</td></tr><tr><td>Month 3</td><td></td><td>25 May 2025 - 24 June 2025</td></tr><tr><td>Month 4</td><td></td><td>25 June 2025 – 25 July 2025</td></tr></table> | 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 |
| 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 | | | | | | | | | | | | | | | |
| 3. | What are the requirements to participate in this campaign? | <p>To participate in this Campaign, you MUST:</p> <p>i. Purchase and successfully perform a Mobile Prepaid Top Up at any of the participating retailers and online channels, including but not limited to those listed in Question 4 below. Then, subscribe to a U Mobile Prepaid Plan as specified in the Table below via MyUMobile App or UMB by dialing *118*1*1# within the Campaign Period;</p> <table><tr><th>Accumulation of Top Up Amount via Participating Retailers and Online Channels</th><th>Prepaid Plan</th><th>Remarks</th></tr><tr><td rowspan="6">Minimum RM35</td><td>U Prepaid 50</td><td rowspan="6">Applicable for whole Malaysia</td></tr><tr><td>U Prepaid 40</td></tr><tr><td>U Prepaid 35</td></tr><tr><td>GX43</td></tr><tr><td>GX38</td></tr><tr><td>UMI50</td></tr></table> | Accumulation of Top Up Amount via Participating Retailers and Online Channels | Prepaid Plan | Remarks | Minimum RM35 | U Prepaid 50 | Applicable for whole Malaysia | U Prepaid 40 | U Prepaid 35 | GX43 | GX38 | UMI50 | | | | |
| Accumulation of Top Up Amount via Participating Retailers and Online Channels | Prepaid Plan | Remarks | | | | | | | | | | | | | | | |
| Minimum RM35 | U Prepaid 50 | Applicable for whole Malaysia | | | | | | | | | | | | | | | |
| | U Prepaid 40 | | | | | | | | | | | | | | | | |
| | U Prepaid 35 | | | | | | | | | | | | | | | | |
| | GX43 | | | | | | | | | | | | | | | | |
| | GX38 | | | | | | | | | | | | | | | | |
| | UMI50 | | | | | | | | | | | | | | | | |

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| | | | UMI36 | |
| | | Minimum RM15 | U Prepaid Borneo 20 | Applicable for Sabah and Sarawak only |
| OR | | | | |
| 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 | | | | |

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|------------------|--|---|------------|--------------------------|-------|---------------|--------|-----------|-----|------|-----------------|------------|----------------------|---------|---------------|------|-------------|-------------|-----|-----|------------------|-------|--------|------|--------|--------|-------------|-----------|-----------------------|---------------------------------------|
| 4. | What are the channels that I can purchase top up from? | <div>Participating Retailers/Online Channels:</div> <table><tr><th>Categories</th><th>Retailers/Online Channel</th></tr><tr><td rowspan="15">Banks</td><td>Alliance Bank</td></tr><tr><td>AmBank</td></tr><tr><td>Agro Bank</td></tr><tr><td>BSN</td></tr><tr><td>CIMB</td></tr><tr><td>Hong Leong Bank</td></tr><tr><td>Bank Islam</td></tr><tr><td>Kuwait Finance House</td></tr><tr><td>Maybank</td></tr><tr><td>Bank Muamalat</td></tr><tr><td>MBSB</td></tr><tr><td>Public Bank</td></tr><tr><td>Bank Rakyat</td></tr><tr><td>RHB</td></tr><tr><td>UOB</td></tr><tr><td rowspan="9">Online/E-Wallets</td><td>Boost</td></tr><tr><td>BigPay</td></tr><tr><td>Grab</td></tr><tr><td>Lazada</td></tr><tr><td>Shopee</td></tr><tr><td>Touch N' Go</td></tr><tr><td>TrueMoney</td></tr><tr><td>U Mobile's web portal</td></tr><tr><td>U Mobile's mobile app (MyUMobile App)</td></tr></table> | Categories | Retailers/Online Channel | 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 | Online/E-Wallets | Boost | BigPay | Grab | Lazada | Shopee | Touch N' Go | TrueMoney | U Mobile's web portal | U Mobile's mobile app (MyUMobile App) |
| Categories | Retailers/Online Channel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Online/E-Wallets | Boost | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | BigPay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Grab | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Lazada | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Shopee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Touch N' Go | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | TrueMoney | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | U Mobile's web portal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | U Mobile's mobile app (MyUMobile App) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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|--|--|--|----------------------------|-------------------|--|
| | | | 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 | |
| | | | Hypermart/Supermarket | Aeon | |
| | | | | AEON Big | |
| | | | | Bila-Bila Mart | |
| | | | | Billion | |
| | | | | Cold Storage | |
| | | | | Eonsave | |
| | | | | Giant | |

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|--|--|--|------------------------------|----------------|--|
| | | | | G-Express | |
| | | | | Lotus | |
| | | | | Mercato | |
| | | | | Mydin | |
| | | | | TF Value | |
| | | | | Village Grocer | |
| | | | 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 terminals | E-Pay | |
| | | | | MobilityOne | |
| | | | | Razer | |

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|---------|---|---|--|-----------------|--------|------------------|---------------|---------|-------------------------------|--|--|----|
| 5. | Are all Prepaid subscribers eligible to participate in this campaign? | This campaign is open to all U Mobile Prepaid subscribers. | | | | | | | | | | |
| 6. | Which U Mobile Prepaid plans must I subscribe to in order to be eligible for this campaign? | You must subscribe to: U Prepaid 50 U Prepaid 40 U Prepaid 35 GX43 GX38 UMI50 UMI36 U Prepaid Borneo 20 (For East Malaysia only) | | | | | | | | | | |
| 7. | What are the campaign prizes and winners’ selection criteria? | <p>The participants who complete the steps listed in Question 3 above will be shortlisted based on the following selection method, and if selected, the selected participants will be entitled to the monthly prizes as set out in the following Table:</p> <p>You must ensure your U Mobile Prepaid remains active throughout the Campaign Period and until the issuance of Prizes. “Active” means able to make and receive calls.</p> <table><tr><th>Month</th><th>Campaign Period</th><th>Prizes</th><th>Selection Method</th><th>Total Winners</th></tr><tr><td>Month 1</td><td>24 March 2025 – 23 April 2025</td><td>Top Prize: Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000, and RM500 (“Home Makeover”)</td><td>Every 5000th successful transaction (Reload with subscription of Prepaid Plan) For example: 5,000th, 10,000th, 15,000th, 20,000th, 25,000th and so forth</td><td>18</td></tr></table> | Month | Campaign Period | Prizes | Selection Method | Total Winners | Month 1 | 24 March 2025 – 23 April 2025 | Top Prize: Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000, and RM500 (“Home Makeover”) | Every 5000 th successful transaction (Reload with subscription of Prepaid Plan) For example: 5,000 th , 10,000 th , 15,000 th , 20,000 th , 25,000 th and so forth | 18 |
| Month | Campaign Period | Prizes | Selection Method | Total Winners | | | | | | | | |
| Month 1 | 24 March 2025 – 23 April 2025 | Top Prize: Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000, and RM500 (“Home Makeover”) | Every 5000 th successful transaction (Reload with subscription of Prepaid Plan) For example: 5,000 th , 10,000 th , 15,000 th , 20,000 th , 25,000 th and so forth | 18 | | | | | | | | |

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| | | | | | Other Prize: 100% Cashback (Based on Prepaid Plan's value subscribed) ("Cashback") | Every 88 th successful Transaction (Reload with subscription of Prepaid Plan) For example: 88 th , 176 th , 264 th , 352 nd , 440 th and so forth | 700 |
| | | | Month 2 | 24 April 2025 – 24 May 2025 | Top Prize: Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000, and RM500 ("Home Makeover") | Every 5000 th successful transaction (Reload with subscription of Prepaid Plan) For example: 5,000 th , 10,000 th , 15,000 th , 20,000 th , 25,000 th and so forth | 18 |
| | | | | | Other Prize: 100% Cashback (Based on Prepaid Plan's value subscribed) ("Cashback") | Every 88 th successful Transaction (Reload with subscription of Prepaid Plan) For example: 88 th , 176 th , 264 th , 352 nd , 440 th and so forth | 700 |
| | | | Month 3 | 25 May 2025 – 24 June 2025 | Top Prize: Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000 and RM500 ("Home Makeover") | Every 5000 th successful transaction (Reload with subscription of Prepaid Plan) For example: 5,000 th , 10,000 th , 15,000 th , 20,000 th , 25,000 th and so forth | 18 |
| | | | | | Other Prize: 100% Cashback (Based on Prepaid Plan's value subscribed) ("Cashback") | Every 88 th successful Transaction (Reload with subscription of Prepaid Plan) For example: 88 th , 176 th , 264 th , 352 nd , 440 th and so forth | 700 |
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| | | Month 4 | 25 June 2025 – 25 July 2025 | Top Prize: Home Shopping Voucher worth RM3,500, RM2,000, RM1,500, RM1,000 and RM500 ("Home Makeover") | Every 5000 th successful transaction (Reload with subscription of Prepaid Plan) For example: 5,000 th , 10,000 th , 15,000 th , 20,000 th , 25,000 th and so forth ("Selection Method") | 18 |
| | | | | Other Prize: 100% Cashback (Based on Prepaid Plan's value subscribed) ("Cashback") | Every 88 th successful Transaction (Reload with subscription of Prepaid Plan) For example: 88 th , 176 th , 264 th , 352 nd , 440 th and so forth | 700 |
| 8. | Will I be notified personally if I am a winner? | U Mobile will notify the shortlisted participants of the Top Prize via phone call. 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 winner after two (2) voice call attempts, the winner will be disqualified and the next participant in line will be contacted. If the participant is disabled and unable to answer the question verbally, a legal guardian or representative may assist to reply to the question posed. | | | | |
| 9. | How do I claim my prize if I'm informed as the monthly winner? | <p>The Prizes are further subject to the following terms and conditions:</p> <p><u>Top Prize – Home MakeOver</u></p> <ol style="list-style-type: none"> The shortlisted participants are required to participate in a prize giving ceremony event at a venue, date and time as determined and notified by U Mobile. 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. 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). | | | | |

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| | | <table><tr><th>Home Makeover Prize</th><th>Total Winners/Month</th></tr><tr><td>Cash Voucher worth RM3,500</td><td>3</td></tr><tr><td>Cash Voucher worth RM2,000</td><td>3</td></tr><tr><td>Cash Voucher worth RM1,500</td><td>3</td></tr><tr><td>Cash Voucher worth RM1,000</td><td>3</td></tr><tr><td>Cash Voucher worth RM500</td><td>6</td></tr></table> <p>iv. During the Prize Giving Ceremony event, the participants are responsible for any losses, costs or damages caused to any property at the venue.</p> <p>iv. The winners are required to participate in a photography session during the Prize Giving Ceremony.</p> <p><u>Other Prize – Cashback</u></p> <p>i. U Mobile will notify the participants of their entitlement to receive the Cashback via SMS. The Cashback will be credited to the participants’ Prepaid account (with the same phone number used to perform the transactions). U Mobile will only perform one (1) attempt to credit the Cashback to the participants’ Prepaid account. If such attempt failed due to any reasons whatsoever, the Cashback will be forfeited.</p> | 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 |
|----------------------------|--|--|---------------------|---------------------|----------------------------|---|----------------------------|---|----------------------------|---|----------------------------|---|--------------------------|---|
| 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 | | | | | | | | | | | | | |
| 10. | When and where will the prize giving event be held? | A representative from U Mobile will inform you via phone call and inform you of the date and venue of the event. | | | | | | | | | | | | |
| 11. | I am using the mobile number registered under my friend’s name. Will I be entitled to the prizes if I am selected as one of the winners? | No. Only the registered user will be entitled to the prizes offered in this Campaign. | | | | | | | | | | | | |
| 12. | If I use my existing remaining credit in my Prepaid account and | No. You must perform top up via any of the participating retailers/online channels and subscribe to U Prepaid 50, U Prepaid 40, U Prepaid 35, GX43, GX38, UMI50, UMI36, U Prepaid Borneo 20 prepaid plan via | | | | | | | | | | | | |

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| | subscribe to Prepaid plan, am I qualified? | MyUMobile app or UMB, dial *118# OR Purchase the U Mobile Prepaid Plan directly from the Banks/E-Wallets Online Channels |
| 13. | If I am from Peninsular Malaysia and subscribe to U Prepaid Borneo 20, am I eligible? | No. Only subscribers from East Malaysia are eligible to subscribe to U Prepaid Borneo 20 Prepaid plan |
| 14. | Can I exchange the prize for other products? | The Prizes are given on an "as-is" basis and are not transferable or exchangeable for cash, in full or in part. U Mobile reserves the right to substitute the Prizes with another voucher or an item of similar value at any time without prior notice. |
| 15. | Can I win more than one prize? | Each participant is only entitled to win one (1) Prize throughout the Campaign Period. |
| 16. | Who should I contact for more details on this promotion? | You may reach out to U Mobile through MyUMobile App or drop U Mobile your message on Facebook Messenger or Twitter. |