

Giant Bundle Promo FAQ

No	Question	Answer
1	Where can I get this promotion?	This promotion is available at all Giant stores nationwide.
2	Who is entitle for this promotion?	This promotion is open to all with valid Malaysian NRIC or valid passport holder.
3	I am a UNHCR holder, am I entitle for the promotion?	No. Only valid NRIC & Passport holders are entitled for the promotion.
4	How long is the promo duration?	30 th Oct 2023 – 30 th Apr 2024 (6 Months)
5	Am I allowed to change the free MAMEE pack with other product?	No, customer is not allowed to change the free promo item.
6	Am I allowed to choose the flavor of free MAMEE pack?	Yes, customer can choose assortment from any 1 x 5 unit pack.
7	Am I allowed to change the free MAMEE pack with MAMEE cup?	No, only MAMEE pack of 5 is allowed for this promo.
8	Can I buy one sim with reload RM5x2pcs and entitled for the free MAMEE pack?	Minimum reload to be eligible for free MAMEE pack is RM10 of a single denomination.
9	In the event where MAMEE pack is out of stock, can I go to other Giant store to redeem it?	No. The free MAMEE pack needs to be scanned together with the starter pack + Top up voucher at the check out counter.
10	What happen if I buy two (2) sims with one (1) reload RM10?	Customer is only eligible for one (1) free MAMEE pack.
11	Am I still eligible to get free MAMEE pack if I buy one (1) sim card and one (1) reload on different transaction / day / Giant store?	This promo is only valid for transaction in a single receipt on the same day at the same store.
12	Do I get two (2) free MAMEE packs if I buy two (2) set of this promo?	Yes, customer is eligible for two (2) free MAMEE pack.
13	Is there any limit per customer for this promo?	There is no limit for this bundle purchase per customer, however one customer ID is allowed to register up to five (5) prepaid sim card(s).
14	Is this promotion applicable to prepaid or postpaid plan?	This is a prepaid plan sim card.
15	How do I register the sim card?	Customer can self-register via MyUMobile App or seek assistance from Giant personnel at customer service counter.
16	Is there any age limit for the sim card registration?	Customer must be 12 years old and above.
17	Can I buy this promotion but register the sim card later?	Yes, customer can do so.
18	How do I purchase the internet plan?	Customer can purchase it via MyUMobile App or UMB *118#
19	Who do I contact if I require more information?	Customer can visit U Mobile website or contact U Mobile customer service @ 0183881318 for more info.