

No	Question	Answer
1.	Where is this promotion available?	This promotion is available at 99 Speed Mart stores across Peninsular Malaysia, excluding East Malaysia
2.	When is the promotion period?	This Promotion runs from 28 th October 2024 to 28 th February 2025 (5 months)
3.	Who is eligible for this promotion?	Malaysian citizens above the age of 12 years old who are new customers purchasing and activating a U Mobile Prepaid SIM Pack are eligible.
4.	Do I need to register separately for the prize draws?	No, eligible customers are automatically entered into the monthly and Grand Prize draws.
5.	Are Postpaid customers eligible for this promotion?	No, the promotion is specifically for U Mobile Prepaid customers.
6.	What are the requirements to participate in this Promotion?	To participate in this Promotion, you MUST: i. Purchase one (1) U Mobile Prepaid SIM Pack; AND ii. Subscribe to any 5G Prepaid monthly plans (U Prepaid 25, 35, 40 & 50) within 1 day (“Active with Plan”) for Monthly Prizes . iii. Consistently purchase a data plan for 3 consecutive months during the promotional period for Grand Prizes (RM40 Free Credit for 12 months) .
7.	How can I redeem the free 100GB of data?	Purchase a U Mobile Prepaid SIM Pack and activate it on the MyUMobile App as a new user to redeem the 100GB of free data.

8.	How long is the 100GB of free data valid for?	The free data is valid for 24 hours from the time of redemption.
9.	How often can I redeem the free 100GB of data?	You can redeem the 100GB of free data only once with each MyUMobile App new user login.
10.	Can the free data be transferred to another user?	No, the free data is non-transferable and must be used by the customer who activated the SIM Pack.
11.	How do I qualify for the monthly prizes?	To qualify, subscribe to any 5G Prepaid monthly plan (U Prepaid 25, 35, 40 & 50) within 1+ days of activation (“Active with Plan”) during the promotion period.
12.	Can I participate if I subscribe to other Prepaid plan?	No, only subscriptions to monthly U Prepaid Plans (U Prepaid 25 and above) qualify for the prize draws.

13.	What are the prizes for the monthly draw?	Monthly prizes include free credit of RM10, RM25, RM35, and RM40, depending on the prize tier won.
14.	How will the monthly and Grand prize winners be notified?	Winners will be notified via SMS, based on the contact details provided during registration.
15.	Can I use the monthly and Grand Prizes (Free Credit) to purchase other Apps or other Daily/Weekly Plans?	No, the monthly free credit can only be used to purchase U Mobile Prepaid products (e.g., Daily & Weekly Data Plans, Hotspot, Activate High Speed, Add-Ons/ Monthly Data Plans, IDD calls & SMS, and even Traveller Plans & UDR for roaming while overseas); Grand Prize's free credit can only be used to purchase monthly U Prepaid Plan (e.g., U Prepaid 25, 35, 40, and 50)
16.	Can the monthly prizes be exchanged for cash or other products?	No, the monthly prizes are non-exchangeable and cannot be redeemed for cash or other products.
17.	What is the validity period for the monthly and Grand Prize free credit?	Free Airtime Credit for monthly prizes (RM40, RM35, RM25, RM10) has a validity of 45 days, while the Grand Prize free credit (RM40) has a validity of 30 days. If either is not claimed within the stipulated time, it may be forfeited as per the terms and conditions.

18.	How can I qualify for the 12-month RM40 Free Credit prize, and how many winners will be selected?	You must consistently subscribe to our monthly U Prepaid Plan for 3 consecutive months during the promotional period. A total of 10 winners will be selected.
19.	When will the winners of the Grand Prize be announced?	The first batch of winners will be announced after the completion of the first 3 months of the promotional period, in January 2025.
20.	Is the RM40 free credit transferable to another person?	No, the prize is non-transferable and can only be used by the winner.