

7-11 Bundle Hebat Promo Frequently Asked Questions (FAQ)

1. Where can I get this Promotion?

This Promotion is valid at all 7-Eleven stores nationwide.

2. What is the duration of this Promotion?

This Promotion will run from 1st January 2024 (12AM) until 31st December 2024 (11.59PM).

3. Who is entitled to this Promotion?

This Promotion is open to anyone with a valid NRIC or Passport.

4. I am a UNHCR holder, am I entitled to this Promotion?

No. Only valid NRIC & Passport holders are entitled to this Promotion.

5. Am I still entitled to this Promotion if I buy the RM10 top up later, and not on the same day?

No, this is a combo deal. You will not be entitled to this Promotion if you buy the top up later. It should be done on the same day, in the same transaction.

6. Is this a Prepaid or Postpaid plan?

This is a Prepaid plan.

7. How much credit is preloaded in the SIM card?

Every activated SIM card is preloaded with RM6 credit.

8. How do I register my SIM card?

You can self-register your SIM card via the MyUMobile App. The 7-Eleven staff member will assist you with your SIM registration process.

9. Can I purchase the SIM card but activate it later?

No, all SIM card purchases must be activated on the spot by 7-Eleven personnel.

10. What is included in the 5G Prepaid SIM Pack?

The 5G Prepaid SIM Pack is preloaded with the following:

- RM6 Free Credit
- 1GB Free High-speed Data
- 5 days of validity

11. What is the validity period of the 5G Prepaid SIM Pack?

The 5G Prepaid SIM Pack comes with a 5-day active period and a 60-day passive period.

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