

## 7-11 Prepaid SIM & Top Up Combo 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 24<sup>th</sup> October 2022 (12AM) until 31<sup>st</sup> January 2023 (11.59PM).

**3. Who is entitled for this Promotion?**

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

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

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

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

No, this is a combo Promotion. You will not be entitled for 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 the SIM card?**

You can self-register your SIM card via MyUMobile App or WeChat App, a 7-Eleven staff member will assist for your SIM registration as well.

**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 New 5G-Ready Prepaid SIM Pack?**

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

- RM6 Free Credit
- 1GB Free High-Speed Data
- 5 days validity

**11. What is the validity period of the New 5G-Ready Prepaid SIM Pack?**

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

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