

Frequently Asked Questions (FAQ)

1. Where can I enjoy this Promotion?

This Promotion is available at all MyNews stores nationwide.

2. Who is entitled to this Promotion?

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

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

Every activated SIM card is preloaded with RM6 credit.

4. Is this a prepaid or postpaid plan?

This is a prepaid plan.

5. How do I register the SIM card?

The staff at the MyNews store where you purchased the SIM card will help you with registration. You will be required to provide your personal details and identification.

6. What is the eligibility criteria for this MyNews Promotion?

You must purchase a U Mobile Prepaid starter pack and reload RM10 and above in order to eligible for this Promotion.

7. Am I still entitled for the Promotion if I top up 2 pieces of RM5 denomination?

No, you must top up a minimum of RM10 in a single denomination.

8. If I purchase two SIM cards and a single RM30 top up, am I entitled for this MyNews Promotion?

Yes, however you will only be able to purchase one SIM card with the discounted price and not both SIM cards.

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

No. Only valid NRIC and passport holders are entitled to the Promotion.

10. Can I register both SIM cards under the same person? How many Prepaid starter packs can I register under this promotion?

Yes. You can register both SIM cards using the same NRIC No., as long you have yet to reach the maximum registration of 5 SIM cards per NRIC with us.

11. How long will this Promotion run?

This Promotion will run from 1st Aug 2019 (12AM) until 28th Feb 2021 (11.59PM).