

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**CASHBACK WITH MAYBANK ISLAMIC IKHWAN CREDIT CARD-i CAMPAIGN AND UNIFI**

QUESTION	ANSWER
<b>GETTING TO KNOW THE CAMPAIGN</b>	
<p><b>1. What is the campaign offer?</b></p>	<p>The Cashback with Maybank Islamic Ikhwan Credit Card-i and Unifi campaign lets you, as a Malaysian citizen, to get RM60 cashback when you:</p> <ul style="list-style-type: none"> <li>• Sign-up for selected UNI5G Postpaid device bundle at any of the Unifi Stores nationwide and opt for payment with 0% EzyPay-i Instalment Plan during the Campaign Period; or</li> <li>• Sign-up for selected UNI5G Postpaid device bundle or smart device bundle add-ons* for Unifi Home at any Unifi sales channels and subscribe to auto billing with Maybank Islamic Ikhwan Credit Card-i.</li> </ul> <p>This campaign runs from 1 October 2024 until 31 January 2025.</p>
<p><b>2. How can I become eligible for the campaign?</b></p>	<p>To be eligible for the RM60 cashback, you will need to be one of the first 1,500 Unifi customers to either:</p> <ul style="list-style-type: none"> <li>• Sign-up for selected UNI5G Postpaid device bundle at any of the Unifi Stores nationwide and opt for payment with 0% EzyPay-i Instalment Plan during the Campaign Period; or</li> <li>• Sign-up for selected UNI5G Postpaid device bundle or smart device bundle add-ons* for Unifi Home at any Unifi sales channels and subscribe to auto billing with Maybank Islamic Ikhwan Credit Card-i.</li> </ul> <p><i>*<a href="#">Smart Device</a> / <a href="#">UNI5G Postpaid with Device</a></i></p>
<p><b>3. What are the eligible Maybank Islamic Ikhwan Credit Card-i?</b></p>	<p>The eligible Maybank Islamic Ikhwan Credit Card-i are as follows:</p> <ul style="list-style-type: none"> <li>• Maybank Islamic Petronas Ikhwan Visa Gold Credit Card-i</li> <li>• Maybank Islamic Petronas Ikhwan Visa Platinum Credit Card-i</li> <li>• Maybank Islamic Ikhwan American Express Platinum Credit Card-i</li> <li>• Maybank Islamic MasterCard Ikhwan Gold Credit Card-i</li> <li>• Maybank Islamic MasterCard Ikhwan Platinum Credit Card-i</li> <li>• Maybank Islamic myimpact Ikhwan Mastercard Platinum Credit Card-i</li> <li>• Maybank Islamic Ikhwan Visa Infinite Credit Card-i</li> <li>• Maybank Islamic World Mastercard Ikhwan Credit Card-i</li> </ul>
<p><b>4. When will the cashback be credited?</b></p>	<p>Cashback will be credited within 12 weeks from the last date of the month of which the purchase is performed.</p> <p>Example: If the purchase was performed on 10<sup>th</sup> August 2024, an eligible cardmember can expect the cashback to be credited within 12 weeks from 31<sup>st</sup> August 2024. Cashback will be credited to your Maybank Islamic Ikhwan credit card statement by end of October 2024.</p>

5.	<b>Can I receive multiple cashback if I fulfilled both criteria for the Campaign?</b>	No, you are only entitled to 1 time cashback throughout the Campaign Period.								
6.	<b>How do I subscribe to the UNI5G Postpaid Plans with a Device Bundle via the Maybank Islamic EzyPay-i?</b>	<p>You can purchase a UNI5G Postpaid device bundle or smart device bundle add-ons* via Maybank EzyPay-i by visiting any of TMPoint or Unifi Stores.</p> <p>To find the nearest TMPoint or Unifi Store, follow this link: <a href="https://unifi.com.my/support/find-tm-point">https://unifi.com.my/support/find-tm-point</a></p> <p>You may refer to our Device Bundle's FAQ for more details. Follow the link <a href="#">here</a>.</p>								
7.	<b>What is the duration of installments available?</b>	<p>Here are the instalment durations and available devices for this campaign:</p> <table border="1" data-bbox="588 797 1458 1021"> <thead> <tr> <th data-bbox="588 797 1023 864">Tenure</th> <th data-bbox="1023 797 1458 864">Available Devices</th> </tr> </thead> <tbody> <tr> <td data-bbox="588 864 1023 909">6 Months</td> <td data-bbox="1023 864 1458 909">Samsung Galaxy Z Flip6</td> </tr> <tr> <td data-bbox="588 909 1023 954">12 Months</td> <td data-bbox="1023 909 1458 954">Samsung Galaxy Z Flip6</td> </tr> <tr> <td data-bbox="588 954 1023 1021">24 Months</td> <td data-bbox="1023 954 1458 1021">Samsung Galaxy Z Flip6 &amp; Fold6</td> </tr> </tbody> </table>	Tenure	Available Devices	6 Months	Samsung Galaxy Z Flip6	12 Months	Samsung Galaxy Z Flip6	24 Months	Samsung Galaxy Z Flip6 & Fold6
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24 Months	Samsung Galaxy Z Flip6 & Fold6									
8.	<b>Is there a limit to how many devices I can add to this Plan?</b>	<p>Yes, there is a limit to the number of devices you can add to this plan. Here are the details:</p> <ul style="list-style-type: none"> <li>You can add up to two (2) devices per NRIC / Passport.</li> <li>Each mobile number/principal is eligible for only one (1) device.</li> </ul>								
9.	<b>How do I subscribe to auto billing?</b>	<p>Upon successful add-ons of Unifi smart device or UNI5G Mobile device, customer can proceed to subscribe to auto billing* through any of the following channels:</p> <ul style="list-style-type: none"> <li>MyUnifi app</li> <li>Unifi Selfcare portal: <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a></li> <li>Unifi Contact Centre at 100</li> </ul> <p>Our Unifi Contact Centre may call you from this number 03-21063000 for further verification on your auto biling registration, if required.</p> <p><i>*Auto billing T&amp;C apply</i></p>								
10.	<b>Can I, as a foreigner, be eligible for Cashback with Maybank Islamic Ikhwan Credit Card-i Campaign?</b>	Unfortunately, this campaign is not applicable for foreigners. We apologize for any inconvenience.								

11.	<b>Who do I contact for further enquiries on Cashback with Maybank Islamic Ikhwan Credit Card-i Campaign?</b>	If you have any further questions or need assistance with Cashback with Maybank Islamic Ikhwan Credit Card-i Campaign, you can reach out to Maybank Contact Centre at 1300 88 6688 or our Unifi Care Crew at 03-21063000.
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### MAYBANK ISLAMIC IKHWAN CREDIT CARD-i APPLICATION

1.	<b>I forgot my Maybank2u username and password. What should I do?</b>	<p>If you've forgotten both your Maybank2u username and password, please follow the steps below to retrieve your username and reset your password.</p> <ol style="list-style-type: none"> <li>1. Visit <a href="http://www.maybank2u.com.my">www.maybank2u.com.my</a>, click 'Forgot Login Details'.</li> <li>2. Choose how you want to reset your account, and verify your details with your Access/Card No. and PIN. If you're resetting using your Access Number, key in your Internet Banking PIN.</li> <li>3. Your username will be displayed. Note it down, then click 'Reset Password' to proceed.</li> <li>4. Key in and confirm your new password. Then, key in the TAC mobile number received on your mobile and click 'Submit'. You can now log in to Maybank2u with your new password.</li> </ol>
2.	<b>How do I reset my Maybank2u password?</b>	<p>If you've forgotten your Maybank2u password, you may reset it by following the steps below.</p> <ol style="list-style-type: none"> <li>1. Visit <a href="http://www.maybank2u.com.my">www.maybank2u.com.my</a>, click 'Forgot Login Details'.</li> <li>2. Choose how you want to reset your account, and verify your details with your Access/Card No. and PIN. If you're resetting using your Access Number, key in your Internet Banking PIN.</li> <li>3. Verify that the username displayed is yours, then click 'Reset Password' to proceed.</li> <li>4. Key in and confirm your new password. Then, key in the TAC mobile number received on your mobile and click 'Submit'. You can now log in to Maybank2u with your new password.</li> </ol> <p>If you know your Maybank2u password but want to update it instead, you can log in and update it under setting.</p>
3.	<b>I have not logged in to Maybank2u for more than 6 months, and now I can't log in. How do I reactivate my account?</b>	<p>Your account will be deactivated automatically if you do not log in for 6-12 months. Kindly call our Customer Care at 1-300 88 6688 (Malaysia) or +603-7844 3696 (Overseas) for assistance to reactivate your Maybank2u access. You will also have to request for a new TAC to proceed with your transaction.</p>

		Do note that if there's no activity in your Maybank2u account for over 12 months, your Maybank2u account will be terminated. You will then need to register for a new account using your Access/Card Number and PIN.
4.	<b>Am I able to resume my application, if I choose not to upload the documents now?</b>	<p>You can continue uploading your documents by following these steps.</p> <ol style="list-style-type: none"> <li>1. Visit <a href="http://www.maybank2u.com.my">www.maybank2u.com.my</a>, and click on 'Apply Products Online' in the top right corner of the page.</li> <li>2. Click on 'Credit Card' and select 'Resume Application'.</li> <li>3. Enter your applicant IC Number and click on 'Resume'.</li> <li>4. You will be required to perform OTP Verification. Click on 'Request for OTP'. The OTP number will be sent to your registered mobile number via SMS. Key in the OTP number and click 'Submit'</li> <li>5. Upon successful, you will be able to view and select your previous application. Click 'Resume' to continue with your application process.</li> </ol>
5.	<b>I am an existing Maybank Islamic Ikhwan Mastercard Card-i holder, am I able to subscribe another Maybank Islamic Ikhwan Mastercard?</b>	Unfortunately, you cannot apply for another card within the Maybank Islamic Ikhwan Mastercard product family. However, you are still eligible to apply for the Maybank Islamic MyImpact Ikhwan Mastercard Platinum Credit Card-i.
6.	<b>I am new to Maybank, can I apply for Maybank Islamic Ikhwan Credit Card-i or Maybank Islamic myimpact Ikhwan Mastercard Platinum Credit Card-i?</b>	<p>If you're new to Maybank, follow these steps before applying for a Maybank Islamic Ikhwan Credit Card-i.</p> <ol style="list-style-type: none"> <li>1. Download the MAE app from your mobile app store.</li> <li>2. Create a Saving Account-i by clicking 'Apply' at the bottom right of the MAE homepage.</li> <li>3. Select Saving Account-i and complete the registration process.</li> <li>4. Once your registration is successful, you can apply for Maybank Islamic Ikhwan Credit Card-i or Maybank Islamic MyImpact Ikhwan Mastercard Platinum Credit Card-i</li> </ol>

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