

FREQUENTLY ASKED QUESTIONS

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FREQUENTLY ASKED QUESTIONS

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UNIFI REWARDS

What is Unifi Rewards programme?

Previously, Unifi Rewards is a point-based program where all Unifi Rewards members will earn one (1) point for every Ringgit spent when paying their Unifi Home and Unifi Mobile (postpaid only) bills on time. The accumulated points can then be redeemed with exciting gifts and privileges. We are upgrading our loyalty program to consistently provide improved experience for all our customers. Effective November 2023, Unifi Rewards has shifted from point-based program to tiering-based program.

What are the changes to Unifi Rewards?

Starting November 2023, Unifi Rewards unveils its new program structure that will be based on tiers without points issuance.

You no longer need to accumulate points that normally have expiry dates in order for you to enjoy your rewards, as the benefits and privileges will be given based on your tier eligibility.

With this new rewards program, you will be rewarded based on your active product subscriptions, the number of years you have been a loyal customer and your monthly spending with Unifi.

How does the new Unifi Rewards Tiering Loyalty Program work?

Unifi Rewards members will be classified into four (4) tiers known as Silver, Gold, Platinum and Diamond.

You will be rewarded based on tiers, the higher the tiers the better benefits and privileges you will earn. Once you have reached a certain level of spending, you will unlock new perks and benefits. Incentives offered are in the form of discounts, coupons, gift cards and even free items.

I am an existing Unifi Rewards member. Do I need to re-register for this new Unifi Rewards program?

Don't worry, for existing Unifi Rewards members, your membership will remain unchanged. You do not need to register again for this new program.

I want to view my tier. How do I check my tier and redeem my reward?

Simply log in to Unifi Selfcare portal or MyUnifi app and you'll be able to view your tier and your available rewards. You can redeem it while stocks last.

Is there any expiry date to my rewards?

Yes, there is. Your rewards expiry date will be displayed in the voucher details. Expired rewards will be removed from your catalogue "My Rewards", upon reaching the expiry date.

Who should I contact if I need any assistance or have service enquiry?

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