

FAQs

1. What is MyStars11 Cricket Fantasy League?

“My Stars 11” is a cricket fantasy game offered free of cost (FOC) within Cricwick, where a subscriber may create virtual teams & earn points & win various prizes based on their selected player’s performance in real matches.

2. How do I participate in My Stars 11?

By subscribing to Cricwick.

3. Where can I see Terms & Conditions of the MyStars11?

Detailed Terms & Conditions are available within the “Info” tab on Cricwick mobile app or it may be accessed on our website.

- Zong: <https://cricwick.net/trivia-faqs/zong>
- Ufone: <https://cricwick.net/trivia-faqs/ufone>
- Telenor: <https://cricwick.net/trivia-faqs/telenor>

4. How can I receive updates on the latest contests/upcoming events?

Through Cricwick mobile application, web or social media platforms

Facebook: <https://www.facebook.com/officialCricWick>

Twitter: <https://twitter.com/CricWick>

Instagram: https://instagram.com/cricwick_official

YouTube: <https://www.youtube.com/channel/UCFBSIdjLRmi81OG5ppTEwkw>

Web: <https://cricwick.net>

5. Is My Stars 11 available for all Subscribers?

No, My Stars 11 is available only for pre-paid subscribers. Post Paid subscribers may participate in the League but cannot claim the prizes.

6. Can I play multiple fantasy games?

Yes, you can play multiple fantasy games available

7. What's the difference between Tournament Fantasy Team & Match Fantasy Team?

Match Level Fantasy: User will create his fantasy team from the players playing in that particular match and will get the prize at the end of the match based on the points earned.

Tournament Fantasy: User will get the prize at the end of the series based on the accumulation of points collected in each match.

8. How do I know that I have successfully created my Fantasy Team?

An email & SMS for team created will be sent and you will start seeing the leader board.

9. When does a contest start for a match?

Match Level Fantasy starts once a match is started.

Tournament fantasy starts at the commencement of the first match in the series.

10. Can I choose cricketers from one cricket team only?

There is a limit for that, you may select as per the following:

In Match Level, max 8 players from a single team.

11. What's the benefit of choosing Captain & Vice Captain?

User will get 2x points for his Captain's performance.

User will get 1.5x points for his Vice Captain's performance.

12. Can I create my Fantasy Team in any match?

Yes, you definitely can. We believe in better late than never.

13. How do I get player wise historical statistics; this may help to decide my fantasy team?

By clicking on the player's name or profile image, you can see the player's stats/points in fantasy.

14. Can I edit/modify my team after creating a Fantasy Team?

Yes, you can edit your fantasy team from My Team section. There'll be an Edit button, click it to update.

15. Is there any specific time to edit my fantasy team?

You can edit your fantasy team till the first ball of a live match. During the live match, you can't edit your team.

16. When I make changes in the Fantasy Cricket Team – how long does it take for the change to reflect?

It reflects instantly.

17. What's Player Exchange/ Change?

Replacing a player from a fantasy team with another player is Player Exchange.

18. Is there any limitation of changing a player in a fantasy team?

Yes. In Match Level, you can change players 5 times for free. For more than 5 changes, you will need to watch an Ad for each change.

Prizes & Withdrawals

1. How can I know the prize of Tournament Fantasy Team & Match Fantasy Team?

You can check the prizes on the top of the leader boards, our Prize Page and on our Social Media Page.

2. How can I know the winner of the fantasy team?

The number of winners will be mentioned on the prizes banners and the winner will receive an email, SMS and/or a push notification after winning. Also, you can check the daily leader boards.

3. How many users can win in every match?

The number of winners can vary in Overall Fantasy and for every Match Level Fantasy. We will mention the number of winners in every prize banner on the leader board.

4. Does every match have the same prize?

The Prizes may vary in each match. We will mention the prizes and number of winners in every prize banner on the leader board.

5. When and How do I claim my cash prize?

You may claim your cash prize only once your wallet balance reaches PKR 1,000 in multiples of PKR 500 via only Jazz Cash or Easy Paisa

Technical Issues

1. My Rank is not changing after I win any game. Why?

The Leaderboard is updated once every 24 hours.

2. I am unable to receive the notifications or intimations on my mobile number, why?

A: Probably you have requested not to receive any notification / intimation from us. Please call on our help line to unblock yourself.

