**FREQUENTLY ASKED QUESTIONS ABOUT PR1MA**

1. What is the eligibility criteria to apply for a PR1MA home?

- Malaysian citizen.

- At least 21 years of age at the time of application.

- An individual or family (husband & wife) with a combined household monthly income of RM2,500 – RM15,000.

- Applicants or their spouse must not own more than one property.

- Adheres to the additional guidelines set by PR1MA.

2. Can I apply for a PR1MA home as a second home?

- Yes, you can.

3. If I reside in Malaysia and my spouse lives overseas, are we eligible to apply?

- You are eligible to apply as long as your family household income is between RM2,500 – RM15,000.

**REGISTRATION**

1. How do I register for a PR1MA home?

- You may register online by visiting the PR1MA official website.

2. Are there any charges incurred to register for a PR1MA home?

- PR1MA does not charge any registration fees nor select agents or third parties for form-filling services or special allocations.

3. Is my spouse also required to register if I have already registered for a PR1MA home?

- Married couples are required to register only once, including the spouse’s details in the registration form.

4. Do I register as an individual or family if I am to be married soon?

- Apply as an individual, but update your profile with spouse details before balloting.

5. How often should I update my profile?

- You must update your profile if there is any change in the required details.

6. What should I do if I face a problem registering?

- Contact the PR1MA Call Centre at (+603) 7628 9898 or email info@pr1ma.my.

7. If there is a technical error on the PR1MA website, what do I do?

- Email a screenshot to info@pr1ma.my.

8. Where can I view a list of documents needed to register for PR1MA?

- Visit the PR1MA website for details.

9. What should I do if my IC has already been used in the system during registration?

- Contact (+603) 7628 9898 or email info@pr1ma.my.

10. What if I forget my username or password?

- Retrieve them at https://register.pr1ma.my.

11. What documents do I need to apply for PR1MA?

- You need your Identity Card (IC) and your latest bank statement or salary slip.

**PR1MA DEVELOPMENT**

1. Is the sales process for PR1MA Homes operating as usual during the CMCO period?

- Yes, through appointed Sales Partners and via WhatsApp or email.

2. Are PR1MA homes Freehold or Leasehold?

- It depends on the land proprietor for each development.

3. Where are PR1MA homes located?

- In major cities and towns across Malaysia. Visit www.pr1ma.my for more info.

4. How do I get the latest information about PR1MA home prices and launches?

- Visit www.pr1ma.my.

5. How much does a PR1MA home cost?

- Between RM100,000 and RM400,000.

6. What are the sizes available for PR1MA homes?

- Terrace homes: 850 sqft – 1,850 sqft.

- Apartment units: 600 sqft – 1,200 sqft.

7. For enquiries or further information, contact:

- PR1MA Call Centre: (+603) 7628 9898, Operating hours: Monday to Sunday (9:00am – 6:00pm), or email info@pr1ma.my.

**WAITING LIST**

1. During the PR1MA Homes unit selection, the unit I wanted was unavailable. How do I get on the waiting list?

- Request at unit selection counters, visit PR1MA Sales Gallery, or email details provided in the invitation letter.

2. If my name is on the waiting list, may I still apply for another PR1MA project?

- Yes, but your name will be removed from any other waiting list if you are selected for a different unit.

**COLLECTION OF BOOKING FEE**

1. What is the amount of the booking fee?

- RM500.

2. When will the collection of booking fees take effect?

- 1 June 2019.

3. What is the purpose of the booking fee?

- To reserve the unit until the Sale & Purchase Agreement (SPA) execution.

4. When is the booking fee payable?

- Upon booking the unit.

5. What are the modes of payment?

- Cheque, bank draft, or money order.

6. Is the booking fee refundable?

- Yes, subject to valid reasons and supporting documentation.

7. How do I request a refund?

- Write a request letter with loan rejection evidence and send it to info@pr1ma.my.

8. Where should I send the refund request?

- Sales Operations Department, PERBADANAN PR1MA MALAYSIA.

9. How long does it take to get a refund?

- Up to three (3) months from a valid claim.

10. What is the refund method?

- The amount will be deposited into the purchaser’s bank account.

11. What happens to the booking fee after the SPA execution process?

- It will either be part of the purchase price or miscellaneous charges (with consent).

12. Who should I contact for more booking fee inquiries?

- Sales Operations Department or PR1MA Call Centre at (+603) 7628 9898.

**MORATORIUM**

1. How long is the moratorium period for PR1MA property?

- Contact PR1MA at (+603) 7628 9898 or email info@pr1ma.my for clarification.