

FAQ for AmBank x U Mobile Reload Campaign

1) When does the Campaign begin?

The Campaign shall run from 11th November 2024 – 10 February 2025 with the corresponding dates below:

Campaign Month	Date
1	11 November 2024 – 10 December 2024
2	11 December 2024 – 10 January 2025
3	11 January 2025 – 10 February 2025

2) What are the Prizes available?

If you are a New Prepaid Customer, you stand to win:

- U Mobile Prepaid Credits Worth Ringgit Malaysia Five (RM5); and
- U Mobile 1-Year Validity Plan with Ringgit Malaysia Three Hundred Sixty-Five (RM365) Prepaid Credits

If you are an Existing Prepaid Customer, you stand to win:

- U Mobile 1-Year Validity Plan with Ringgit Malaysia Three Hundred Sixty-Five (RM365) Prepaid Credits

3) How do I win the U Mobile 1-Year Validity Plan with RM365 Prepaid Credits?

- Perform a successful U Mobile prepaid reload via AmOnline App and subscribe to a prepaid plan via MyUMobile App or via UMB 118; or Perform a successful prepaid reload to any U Mobile prepaid plan directly via AmOnline App
- Depending on the minimum value of the prepaid plan you subscribed to i.e. Ringgit Malaysia Thirty-Five (RM35) or Ringgit Malaysia Fifty (RM50), you will earn entries in the manner below:

Category	Eligible Transaction	Number of Entries
New Prepaid Customers	Perform an Eligible Transaction for the first time.	5 entries
Existing Prepaid Customers	Perform an Eligible Transaction with a minimum value of Ringgit Malaysia Thirty-Five (RM35)	3 entries per successful transaction
	Perform an Eligible Transaction with a minimum value of Ringgit Malaysia Fifty (RM50)	5 entries per successful transaction

- Be one of the first 10 customers with the highest entries within the Campaign Month to win!

4) I am a New Prepaid Customer.

(a) How do I win the U Mobile Prepaid Credits Worth Ringgit Malaysia Five (RM5)?

- Perform a successful U Mobile prepaid reload via AmOnline App and subscribe to a prepaid plan via MyUMobile App or via UMB 118 with minimum value of Ringgit Malaysia Thirty-Five (RM35); or
Perform a successful prepaid reload to any U Mobile prepaid plan directly with minimum value of Ringgit Malaysia Thirty-Five (RM35) via AmOnline App.
- Be one of the first 200 customers to complete this within the Campaign Month to win!

(b) Am I eligible to win the U Mobile 1-Year Validity Plan with Ringgit Malaysia Three Hundred Sixty-Five Prepaid Credits as well?

Yes, you will be allocated 5 entries if your purchase meets the criteria described above and will be in the running to win this as well.

5) How many winners will there be?

Prizes	Capping
U Mobile Prepaid Credits Worth Ringgit Malaysia Five (RM5)	200 winners per Campaign Month
U Mobile 1-Year Validity Plan with Ringgit Malaysia Three Hundred Sixty-Five (RM365) Prepaid Credits	10 winners per Campaign Month

6) When will the Prizes be fulfilled?

The Prepaid Credits will be credited within Sixty (60) days from the end of Campaign Month.

7) I only performed a successful U Mobile prepaid reload via AmOnline App but I did not subscribe to any U Mobile prepaid plan via MyUMobile or via UMB118 during the Campaign Month. Am I eligible to win or earn entries?

No. After you perform a successful U Mobile prepaid reload via AmOnline App, you will need to subscribe to a prepaid plan via MyUMobile App or via UMB 118 with minimum value of Ringgit Malaysia Thirty-Five (RM35) to stand a chance to win.