# Frequently Asked Questions (FAQ)
# Go Niaga V3

## Section A: Campaign

### 1. What is the Go Niaga Package?

- The Go Niaga plan is all about making your business journey smoother and more efficient. It is a special package that combine Unifi's mobile postpaid services and digital marketing solutions with essential banking solutions from Maybank Islamic. This plan is designated specifically for young entrepreneurs like you, to help you run your business with ease.

### 2. Who is eligible to apply for Go Niaga Package?

- The campaign is open to all new and existing TM customers.
- The campaign is open to all new and existing Maybank customers.

### 3. When is the campaign period?

- The campaign runs from **20th April 2026** at 00:00:00 Malaysia Time (MYT) until **31st December 2026** at 23:59:59 MYT.

### 4. What product is offered in the Go Niaga Package?

- You can select following offering from Unifi Business and/or Maybank:
  - A. Unifi Business
    - UNI5G Business Plan; and/or,
      - I. UNI5G Business 99 (comes with COMPLIMENTARY 5G phone)
      - II. UNI5G Business 69 (comes with COMPLIMENTARY 5G phone)
      - III. UNI5G Business 39
      - IV. All UNI5G Business mobile plans
      - V. Complimentary 30-day trial of Go Bookit.
    - Digital Marketing Solutions (DMS)
      - I. DMS Standard
      - II. DMS Premium
    - IMPAK BIZ

  - B. Maybank .
    - SME First Account-i (with QRPayBiz); and/or,
    - SME Digital Financing-i; and/or,
    - Salaam Market

    **Maybank Islamic Berhad is a member of PIDM. SME First Account-i is protected by PIDM up to RM250,000 for each depositor.*

### 5. What benefit can I receive upon signing up?

- When you sign up for the UNI5G Business 69 plan or UNI5G Business 99 plan, you will receive complimentary 5G phone. You may refer the list of the devices offered under the Go Niaga Package via the Unifi Business website. And if you switching from another telco, you may be eligible for a waiver on the upfront payment for complimentary devices, depending on the plan you choose (terms and conditions apply)
- For any sign up of the UNI5G Business Plan, you are entitled for complimentary 30-day trial of Go Bookit.
- If you open an SME First Account-i during the campaign period, you will benefit from lower minimum initial deposit of just RM100, instead of the usual RM1,000.
- When apply for SME Digital Financing-i, you can get instant approval on application and you can apply up to RM 500K with no collateral.

### 6. Do I need to subscribe to all solutions or banking products offered in the Go Niaga Package?

- No, you don't need to subscribe to all solutions or banking product in Go Niaga Package. Feel free to pick and choose the solutions or banking product that best suits your business needs.

### 7. I'm interested! How can I enquire further or subscribe?

- You can enquire further or sign up through any of the following channels:
  i. Unifi Store/TMpoint outlets nationwide
  ii. Unifi Business website
  iii. TM Authorised Dealers (TAD) and TM Resellers
  iv. TM Biz Rovers sales representatives
  v. Maybank branches nationwide
  vi. Maybank website

## Section B: Unifi Business Offerings

### 1. If I am an existing Unifi Broadband customer, can I apply for the Go Niaga Package?

- Yes, you can apply for the Go Niaga Package. To enjoy the promotional benefits of the campaign, you will need to subscribe to one of the UNI5G Business plan and/or Digital Marketing Solutions offered in the campaign.

### 2. If I am existing Unifi Mobile customer, can I apply for the Go Niaga Package?

- Yes, you can apply for the Go Niaga Package based on following:
  - If you are on UNI5G Individual plan, you can switch to UNI5G Business plan while applying for the Go Niaga Package.
  - If you already have a UNI5G Business plan, you can choose for Digital Marketing Solutions while applying for the Go Niaga Package.

### 3. I am an existing Digital Marketing Solutions customer, can I apply for the Go Niaga Package?

- Yes, you can apply for the Go Niaga Package based on following:
  - If your Digital Marketing Solutions are within contract, you can add on UNI5G Business plan while applying for the Go Niaga Package.
  - If your Digital Marketing Solutions are out of the contract, you can choose either UNI5G Business plan and/or new Digital Marketing Solutions while applying for the Go Niaga Package

### 4. What is eligibility for UNI5G Business Plan with Free 5G Phone?

- BRN registration will be subjected to credit checking based on the following criteria:
  - Existing customer – exempted from Telco CTOS checking but will be subject to account status.
  - New customer – will go through Telco CTOS checking.
- Upon registration, customer will need to pay an upfront payment according to the monthly commitment fee e.g UNI5G Business 39 Service Upfront Payment is RM39
- Service Upfront Payment waiver will be granted to these criteria :
  - Existing customer with Customer Payment Behaviour Rating (CPBR) A status
  - Mobile Number Portability (MNP) customers
  - UNI5G Business with Device Bundle
  - Non Malaysian (passport) with Foreigner Deposit **RM500**
- Device Upfront Payment waiver will be granted to these criteria :
  - Existing customer with CPBR A status on Mobile & Fixed on all accounts AND
  - Length of stay (LOS) 6 months and above on Mobile & Fixed on all accounts
- Each BRN device entitlement as below:
  - 1 device bundle per main line (no max device bundle per BRN)
- Any changes for future offering of UNI5G Business plan will be extended to Go Niaga. Latest UNI5G Business plan can be viewed via the Unifi Business website.

### 5. What is phone model available in the Go Niaga Package?

- You may refer the list of the devices offered under the Go Niaga Package via the Unifi Business website.

### 6. What documents do I need to bring when registering for the UNI5G Business Mobile plan and/or Digital Marketing Solutions?

- To register for the UNI5G Business Mobile plan and/or Digital Marketing Solutions, please bring the following documents:
  - A photocopy of the company director's or authorized signatory's NRIC (both sides) or passport (for non-Malaysians).
  - If you are already a TM customer, bring your latest bill registered under your company name or Business Registration Number (BRN).
  - A Company Authorization Letter if someone other than the director is signing.
  - Original or certified true copies of any other relevant documents:

| Business Applicants | Documents |
|---|---|
| Private Company | i) Return for allotment of shares / Form 24,<br>ii) Notification of change in the Register of Members / Form 49,<br>iii) Users' Registration / Form 9<br>iv) Super form for Single Director Ownership |
| Sole Proprietor | Form D & A |
| Partnership | Form D & B |
| NGO/Association/ Corporation/ Embassy/ Government | Documents issued by relevant authorities |

## Section C: Maybank Offerings

**1. How can I apply for the RM100 minimum initial deposit for opening an SME First Account-i?**

- To apply for the RM100 minimum initial deposit, you will need to register your interest via Unifi Business website, then proceed to apply for SME First Account-i online or simply visit any Maybank branches available nationwide.
- After completing your application, finish the account activation at Maybank branch and present the digitally issued copy of the order acknowledgement page from Unifi Business to the staff to qualify for the RM100 deposit. If you don't have the order acknowledgement page, just ask for the authorized leaflet from Maybank staff during your visit to the branch.

**2. If I register for the SME First Account-i at selected locations, can I bring my supporting documents and perform verification at the different day to qualify for the RM100 minimum initial deposit instead of RM1,000?**

- Yes, you can. If you register for the SME First Account-i at one of the locations, you can bring your supporting documents and complete the verification process at the same Maybank branch on any day after the events day. Just make sure to visit the branch to activate your account and qualify for the RM100 minimum initial deposit.

**3. Other than presenting a copy of the interest acknowledgement page from Unifi Business, are there any other documents I need to bring for SME First Account-i activation at the Maybank branch?**

- Yes, the following printed documents are required for opening an SME First Account-i:
  - Identity Card/Passport (if foreigner) of Authorized Signatories
  - Copy of all Directors Identity Card/Passport (if foreigner) of Authorized Signatories
  - Certificate of Registration/Business Registration
  - Form A (for Sole proprietorship), Form B (for Partnership) and Form D (Business License)
  - Deed of Partnership (for Partnership only).

**4. Am I entitled to the RM100 minimum initial deposit if I walk into selected locations on the event day?**

- Yes, you are. When you visit the selected locations on the event day, you will need to register your interest via Unifi Business website and obtain an interest acknowledgement page containing Reference Number, Customer's Name, Company Name, Company Business Registration Number (BRN) & list of selected product offering. Alternatively, you can use authorized leaflet from the Maybank sales staff with your full name and company name written on it. With this interest acknowledgement page or email, you will qualify for the RM100 minimum initial deposit.

**5. If I apply for a conventional SME First Account through the selected Unifi or Maybank channel, am I eligible for the RM100 initial deposit requirement instead of RM1,000?**

- The campaign benefits are only applicable to the Islamic SME First Account-i.

**6. If I already have an SME First Account (Conventional), can I still get the RM100 minimum initial deposit when I open an SME First Account-i?**

- Yes, you can. To qualify for the RM100 minimum initial deposit, just obtain either:
  - Interest acknowledgement page from campaign promo page at Unifi Business website; or
  - Authorized leaflet from Maybank sales staff

7. **If I'm already a Maybank consumer customer, do I still need to perform verification at Maybank branches to open an SME First Account-i, even though Maybank has already verified me for my individual account?**
    - Yes, you will need to perform verification at Maybank branches. This requirement applies to all company directors, sole proprietors, and partners to open an SME First Account-i, even if you have been previously verified for an individual account. It helps ensure everything is in order for your business account.

## Section D: General Information

### 1. Where can I find more information about these Go Niaga offerings?

- You can get all the details on our Unifi Business website or check out Maybank website.

### 2. If I have any issues or further questions, how can I get in touch with your team?

- For any enquiry, question or issues on UNI5G Business plan & Digital Marketing Solutions, you can:
  - Live chat at https://maya.unifi.com.my/ or via the Unifi Universe app; or,
  - Walk in to any Unifi Store/TMpoint outlet nationwide; or,
  - Call the Unifi Contact Centre at 100
- If you have any enquiry, question or issues on Maybank products, you can:
  - Contact Maybank at 1-300-80-8668; or,
  - Visit Maybank website; or,
  - Email at smecustomercare@maybank.com.my

### 3. What are the Terms and Conditions (T&Cs) related to this campaign?

- Go Niaga T&Cs apply
- UNI5G Business Mobile T&Cs apply
- UNI5G Business Free 5G Phone T&Cs apply
- UNI5G Business With Device T&Cs apply
- Go Bookit T&C apply
- Unifi Digital Marketing Solutions T&Cs apply
- IMPAK BIZ T&C apply

*<End of FAQ>*