

**FAQ for AmBank x U Mobile Prepaid Credits Campaign****1) When does the Campaign begin?**

The Campaign shall run from 19<sup>th</sup> September 2025 – 18 December 2025 with the corresponding dates below:

Campaign Month	Date
1	19 September 2025 – 18 October 2025
2	19 October 2025 – 18 November 2025
3	19 November 2025 – 18 December 2025

**2) What are the Prizes available?**

- U Mobile Prepaid Credits Worth Ringgit Malaysia Five (RM5)

**3) How do I win the RM 5 Prepaid Credits?**

- Directly purchase a U Mobile prepaid plan of minimum RM 35 in a single transaction directly via AmOnline App  
or  
Perform a successful U Mobile prepaid reload of minimum RM 35 in a single transaction via AmOnline App and subscribe to a prepaid plan via MyUMobile App or via UMB 118.

**4) How many winners will there be?**

Prizes	Capping
Category A: New Prepaid Customers	600 winners per Campaign Month
Category B: Existing Prepaid Customers	400 winners per Campaign Month

**5) If I win in Month 1 can I win again in Month 2?**

- If you are a New Prepaid Customer who have won in Category A in Campaign Month 1 you will be eligible to participate in Category B in Campaign Month 2
- If you are an Existing Prepaid Customer who have won in Category B in Campaign Month 1 you will no longer be eligible to participate in Campaign Months 2 & 3.

**6) When will the Prizes be fulfilled?**

The Prepaid Credits will be credited within Ninety (90) 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?**

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) in a single transaction. Alternatively, you can purchase the U Mobile prepaid plan directly via AmOnline App.