

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**COMPLIMENTARY UNIFI FIFA WORLD CUP 2026™ DAILY PASS GIVEAWAY CAMPAIGN**

GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	<b>What is this campaign about?</b>	The Complimentary Unifi FIFA World Cup 2026™ Daily Pass Giveaway Campaign runs from <b>24 June to 30 June 2026</b> . During this period, eligible participants can register for a chance to receive a complimentary Unifi FIFA World Cup 2026™ Daily Pass. Successful participants will receive a voucher code via email, which can be redeemed to enjoy live FIFA World Cup 2026™ matches on Unifi TV 2.0 website ( <a href="https://unifitv.com.my">https://unifitv.com.my</a> ).
2.	<b>Who is eligible to participate?</b>	You are eligible to participate if you: <ul style="list-style-type: none"> <li>• are 18 years old and above (if you are under 18, please get consent from your parent or legal guardian before joining this campaign. By participating, you confirm that you have obtained the required consent);</li> <li>• have a valid email address; and</li> <li>• successfully registered through the official campaign website.</li> </ul> <p>TM may verify your eligibility before issuing any voucher.</p>
3.	<b>How do I participate in the campaign?</b>	Simply follow these steps: <ol style="list-style-type: none"> <li>1. Visit the official campaign registration page at <a href="https://unifi.com.my/freepass">https://unifi.com.my/freepass</a></li> <li>2. Complete and submit the registration form.</li> <li>3. If your registration is successful and the daily voucher allocation has not been fully redeemed, a Complimentary Daily Pass voucher code will be sent to your registered email address.</li> <li>4. Redeem your voucher at <a href="https://unifitv.com.my">https://unifitv.com.my</a></li> </ol>
4.	<b>Do I need to pay to participate?</b>	No, registration for this campaign is free of charge.
5.	<b>Is my voucher guaranteed after registration?</b>	No, registration does not guarantee that you will receive a voucher. Complimentary Daily Passes are distributed on a first-come, first-served basis and are subject to daily allocation limits.
6.	<b>Can I register more than once?</b>	Each eligible participant is entitled to one (1) Complimentary Daily Pass voucher only. Duplicate registrations may be rejected.
7.	<b>Can I use multiple email addresses to receive more vouchers?</b>	No. You are entitled to one (1) Complimentary Daily Pass voucher only. TM reserves the right to reject duplicate or fraudulent registrations and may verify your identity using available information.
8.	<b>How will I receive my voucher?</b>	Your Complimentary Daily Pass voucher code will be sent to the email address you provided during registration.

9.	<b>When will I receive my voucher?</b>	Your voucher email will be sent after successful registration, subject to processing time. Delivery times may vary depending on the volume of registrations received.
10.	<b>I have not received my voucher email. What should I do?</b>	Please check your Inbox, Spam or Junk folder first. If you still cannot locate the email, please ensure that the email address entered during registration is correct.
11.	<b>What if I entered the wrong email address?</b>	If you entered an incorrect email address during registration, we may not be able to deliver your voucher. Please ensure your email address is entered correctly when registering, as vouchers cannot be resent.
12.	<b>How do I redeem my Complimentary Daily Pass?</b>	<p>Follow the steps below to redeem your Complimentary Daily Pass:</p> <ol style="list-style-type: none"> <li>1. Visit <a href="https://unifity.com.my">https://unifity.com.my</a> and sign up or sign in to your Unifi TV account.</li> <li>2. Scroll to the last banner and click <b>Buy Pass</b> on the Daily Pass Collection banner.</li> <li>3. Select the Daily Pass date stated in the email you received.</li> <li>4. Choose <b>Redeem Voucher</b>.</li> <li>5. Enter your voucher code.</li> <li>6. You're all set! Start streaming on your Daily Pass access date.</li> </ol>
13.	<b>When can I redeem my voucher, and when can I start watching the matches?</b>	<p>You can redeem your voucher as soon as you receive it. However, your Unifi FIFA World Cup 2026™ Daily Pass is only valid on the specific match date stated on your voucher.</p> <p>Your Daily Pass access starts at 11:00pm on the day before your match date and ends at 11:59pm on the match date.</p> <p>For example, if you receive and redeem your voucher on 24 June 2026, and the match date stated on your voucher is 26 June 2026, you can start streaming from 11:00pm on 25 June 2026 until 11:59pm on 26 June 2026.</p>
14.	<b>Can I redeem my voucher more than once?</b>	No. Each voucher code can only be redeemed once.
15.	<b>Can I sell my voucher?</b>	No. Your Complimentary Daily Pass voucher cannot be resold, exchanged for cash or refunded.
16.	<b>Can I still use my voucher after it expires?</b>	Please redeem your voucher within the validity period stated in your voucher email. Once expired, the voucher cannot be replaced, reinstated or extended.
17.	<b>Can a lost or deleted voucher be replaced?</b>	No. Lost, deleted or expired vouchers cannot be replaced.
18.	<b>What happens if fraudulent activity is detected?</b>	To keep the campaign fair for everyone, TM may reject registrations, cancel vouchers or disqualify participants who provide false information, use automated tools or attempt to manipulate the campaign.
19.	<b>Can the campaign be changed or cancelled?</b>	Yes. Where necessary, TM may amend, suspend or end the campaign, including its mechanics and voucher allocation, without prior notice.

## CONTACT US

20.	<b>Where can I get more information about the Unifi FIFA World Cup 2026™ pass or Unifi TV?</b>	For more information, you can refer to the following: <ul style="list-style-type: none"><li>• Details on the Unifi FIFA World Cup 2026™ campaign: <a href="https://unifi.com.my/fifaworldcup2026">https://unifi.com.my/fifaworldcup2026</a></li><li>• Explore more about Unifi TV, including other available content and offerings: <a href="https://unifi.com.my/tv">https://unifi.com.my/tv</a></li><li>• Support and helpful tips on using Unifi TV: <a href="https://unifi.com.my/tv/support">https://unifi.com.my/tv/support</a></li></ul>
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