FREQUENTLY ASKED QUESTIONS (FAQ)
ON BILL PAYMENT FOR UNIFI HOME/ BIZ/ MOBILE

NO	QUESTION	ANSWER
1.	**Where can I pay my Unifi bills online?**	Paying your Unifi Home/Biz/Mobile bill is easy as there are various online payment channels for you to choose from. You can make payment through: • MyUnifi app on your mobile phone • Unifi portal: www.unifi.com.my • Link in your monthly bill notification received via SMS from **61000**
2.	**How do I pay my bills? What if I want to use my Current/Saving Account or Debit/Credit Card to pay my bills online?**	You can pay your bills online by following the below steps. The Current/Saving Account or Debit/Credit card option can be selected on the Payment Gateway page: Payment through MyUnifi app: • Open your MyUnifi app • Click on Account • Under the My Account tab click on Pay Bills at the bottom of the page • Choose the account(s) that you wish to pay and click on Pay RM(Amount). You can make payment for multiple accounts simultaneously, if you have multiple accounts registered under your name. • The Payment Gateway page will appear. You can select your preferred channel method here Payment through Unifi portal • Log in at unifi.com.my • Click Pay Now button • Click Next • The Payment Gateway page will appear. You can select your preferred channel method here. Payment through SMS link: ▪ Open your SMS app. Look for the message on Unifi bill notification from **61000.** Tap on the link in the SMS. Eg: Go to [LINK] unifi.com.my/bill/1020706**/2006 • You will be redirected to unifi.com.my on your mobile browser. To proceed with payment, you can either fill up your email (optional) or just proceed with **Pay Now.** ▪ Without the need to login, you will be redirected to the payment confirmation page. Here you can choose to use credit card or internet banking. ▪ For internet banking, you can choose any bank that you prefer, and it will direct you to the login page of your preferred bank.

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3.	**Can I make a payment through JomPAY via internet banking?**	Yes, you can. You will need the below information to make a payment via JomPAY. • Account Number (refer to Unifi account number) • Biller Code: **8888** *(for Unifi Home, Unifi Biz and Unifi Mobile with new 10-digit account number)* • Biller Code: **2345** *(Unifi Lite and Voice)* Visit www.jompay.com.my
4.	**I am interested to sign up for Autopay. Where can I sign up?**	You can sign up for Autopay through any of the following channels: • MyUnifi app via mobile • Unifi portal: www.unifi.com.my • TM 100 Call Centre *(only applicable for Unifi Home/ Biz)* *TM 100 Call Centre outgoing number : 03-21063000*
5.	**What are the payment methods that will be used for Autopay?**	For unifi Home/Biz Autopay payments should be from your Debit or Credit Card (Visa and MasterCard with locally issued bank). For unifi unifi Mobile: We're sorry that new autopay sign up is currently not available until further notice. For existing autopay subscribers, you may modify or deactivate your autopay via MyUnifi app or Unifi portal. 1. ***New*** *Autopay sign up* 2. ***Modification*** *of card number for existing Autopay subscription* 3. ***Termination*** *of Autopay** **If you wish to cancel the deduction from your debit/credit card, kindly make bill payment for Unifi Mobile on the day you receive the bill to avoid bank deduction from your card account. If you have requested for termination of the card from the bank, there will be no deduction from the said account due to card terminated.* *You can request for Autopay termination in MyUnifi app or Unifi portal once the option is available soon.*
6.	**Can I use E-Wallet to pay for the bills? What are the E-Wallets that available?**	Yes, you can pay your bills via E-Wallet with a minimum of RM10 per transaction. Below is the list of E-Wallets that you can choose from: <table><tr><td>E-Wallet</td><td>Link</td></tr><tr><td>Boost App</td><td>eWallet credit www.myboost.com.my</td></tr><tr><td>Touch 'n Go App</td><td>eWallet credit www.tngdigital.com.my/</td></tr><tr><td>Shopee</td><td>eWallet credit https://shopee.com.my</td></tr><tr><td>BigPay</td><td>eWallet credit https://www.bigpayme.com/</td></tr><tr><td>Lazada</td><td>eWallet credit https://www.lazada.com.my/</td></tr></table>

NO	QUESTION	ANSWER
7.	**I prefer to pay my bills over the counter. May I know where and how do I pay my bills?**	You can pay your bills over the counter as you prefer. List of available counters is as below:

Counter	Payment Method
TM Authorized Dealer (TAD)	Cash, Debit/Credit Card or Cheque https://unifi.com.my/support/find-tm-point
POS Malaysia	Cash https://www.pos.com.my/pos-outlet-finder/
Ejen Bank Berdaftar BSN (EBB)	Cash https://www.bsn.com.my/page/locate-us
Epay	Cash (Find Location in the File)
ONEPAY (M1)	Cash (Find Location in the File)
7-Eleven	Cash Any 7-Eleven outlet nationwide (view location) *Soft or hard copy bill must be presented during payment.*
99 Speedmart	Cash http://www.99speedmart.com.my/Store
KK Mart	Cash – KK Mart Kuala Lumpur (https://kkgroup.my/kk-super-mart-kuala-lumpur-location) Cash – KK Mart Selangor (https://kkgroup.my/kk-super-mart-selangor-location) Cash – KK Mart others location (https://kkgroup.my/kk-super-mart-others-location)

NO	QUESTION	ANSWER

myNEWS	Cash https://www.mynews.com.my/store-locations.php
Eastern Alliance	Cash (Find Location in the File) (Sabah & Sarawak only)

Kiosk and ATM	Payment Method
TMpoint	Cash, Debit/Credit Card or Cheque https://unifi.com.my/support/find-tm-point
PayQuik	Cash https://www.payquik.my/kiosk-map
JomPAY via ATM	Debit Card • Account Number (refer to Unifi account number) • Biller Code: 8888 (for Unifi Home, Unifi Biz and Unifi Mobile with new 10-digit account number) • Biller Code: 2345 (Unifi Lite and Voice) Visit www.jompay.com.my

For hassle free payment transactions, it is recommended for you to subscribe to TM Autopay service.

Please note that Advance Payment for your Unifi Home/Biz can be made at all payment channels listed above except 7-Eleven.