

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
“CHOP CHOP” DIGITAL STAMP CARD SERVICE ON NEX.LIFE BUSINESS APP**

NO	QUESTION	ANSWER
GETTING TO KNOW		
1	What is Chop Chop service?	<ul style="list-style-type: none"> ▪ Chop Chop is a digital stamp card service on nex.life rewards biz app for businesses to embark on loyalty programme digitally. This environmental friendly service gives businesses rich customer insights on spending behaviour. Businesses will be able to create relevant promotions and engagement to attract returned customers and retain their loyalty. ▪ To end users, they are free from carrying tons of loyalty cards and always be updated on the latest promotions by the merchants they followed. ▪ This is a Value Added Service (VAS) for unifi Biz and Business Broadband customers. Home-based businesses that have a Business Registration Number (registration with Suruhanjaya Syarikat Malaysia – SSM) with unifi or Streamyx consumer plans are eligible to apply for Chop Chop.
2	What is the offering like for Chop Chop?	<ul style="list-style-type: none"> ▪ Currently, there is only one (1) Premium package offered at RM50/month/outlet under Chop Chop and it comes with: <ul style="list-style-type: none"> ○ Unlimited digital stamp cards usage ○ Total used and redeemed stamps transaction history function ○ Customers consumption trends report ▪ The best part is, for first time user, you are entitled to enjoy Freemium account that gives you a 2-month trial period with maximum of 5 outlets added per unifi ID.
SUBSCRIPTION		
3	What are the criteria required to be eligible to apply for this service?	<ul style="list-style-type: none"> ▪ This offering is available to all new and existing unifi Biz and Business Broadband customers. ▪ Home-based businesses who have a Business Registration Number (registration with SSM) with unifi or Streamyx consumer plans are eligible to apply for Chop Chop.
4	How do I subscribe to Chop Chop service?	<ul style="list-style-type: none"> ▪ Just follow these three (3) simple steps: <ol style="list-style-type: none"> 1. Download the “nex.life rewards biz” app from Google Play or Apple Store. 2. Perform a simple registration by completing your business details through the app. 3. Check your mailbox for verification email. Click on the verification link and your app is ready to go!

NO	QUESTION	ANSWER
5	Does this service come with a contract? Will there be any penalty charges upon termination?	<ul style="list-style-type: none"> ▪ Chop Chop service comes with no contract and no penalty charges upon termination.
6	Is there any upfront payment required for the Chop Chop service premium subscription?	<ul style="list-style-type: none"> ▪ No upfront payment is required for the subscription. ▪ You will only be charged RM50/month/outlet for the Premium plan.
7	I am not sure if this suits my business' needs. Can I give it a try first?	<ul style="list-style-type: none"> ▪ Yes, of course! Just download the nex.life rewards biz app and proceed with the registration (refer to the steps listed in Q4) and add your business outlets accordingly. ▪ For first time user, you are entitled to enjoy Freemium account that gives you a 2-month trial period with maximum 5 outlets added per unifi ID. ▪ To enjoy functions that are more comprehensive and more values of unlimited digital stamp cards, you are encouraged to opt for the Premium plan at RM50/month/outlet.
8	Can I register for Chop Chop service even though I am not a unifi Biz or Business Broadband subscriber?	<ul style="list-style-type: none"> ▪ In order for you to subscribe to Chop Chop service, you must be a unifi Biz and Business Broadband customer. ▪ To sign up as a unifi Biz or Business Broadband customer, please visit any TMpoint near you. ▪ Upon successful application and installation of your unifi Biz or Business Broadband, please follow the simple steps as mentioned in Q4 to enjoy the Chop Chop service.
HOW TO USE		
9	I have registered via the app, but why is it still not activated?	<ul style="list-style-type: none"> ▪ Please check your mailbox including the junk/spam folder as we have sent you a verification email. ▪ Click on the verification link to activate your account.
10	Where can I find my unifi Biz login ID?	<ul style="list-style-type: none"> ▪ You can refer to your unifi Biz bill statement or contact us via Live Chat to enquire about your unifi login ID.

NO	QUESTION	ANSWER
11	What will happen once my Freemium period has ended?	<ul style="list-style-type: none"> ▪ When your Freemium period has ended, your account will be automatically upgraded to Premium account at a fee of RM50 per month per outlet. The monthly fee will be charged to your unifi Biz bill. ▪ The nex.life rewards biz app will send a reminder (via email) to alert you once your Freemium has reached the following scenario:- <ul style="list-style-type: none"> • 5 days before Freemium expiry date • 2 days before Freemium expiry date
12	Can I choose how many stamps and rewards to be given to my customer?	<ul style="list-style-type: none"> ▪ For now, you may only choose from the template created: <ol style="list-style-type: none"> 1. Five (5) stamps and one (1) reward; OR 2. Ten (10) stamps and one (1) reward ▪ However, the promo mechanics is entirely up to you.
14	I have multiple outlets in different locations. Can I add them all into this app?	<ul style="list-style-type: none"> ▪ You are able to add a maximum of five (5) outlets with one unifi login ID. To add more outlets, you will need another unifi Biz account.
15	I have few types of businesses / multiple brands, can I register them all in the app?	<ul style="list-style-type: none"> ▪ For now, each Chop Chop service account can only be assigned to one (1) type of business. For example, if you're running a café (F&B) and mobile accessories shop, this is considered as two (2) types of businesses. Hence, you will need to create a new Chop Chop account for your mobile accessories business.
16	Do I need any extra device to use this service?	<ul style="list-style-type: none"> ▪ You just need a mobile phone to scan the customers' QR code or to key in their mobile number to issue the digital stamps and rewards to your customers.
17	How do I give away the digital stamps and rewards?	<ul style="list-style-type: none"> ▪ To give away stamps: Open your app -> Click on Stamps & Rewards -> Scan QR code OR Key in Mobile Number -> choose Give stamp ▪ To give reward: Open your app -> Click on Stamps & Rewards -> Scan QR code OR Key in Mobile Number -> choose Give reward
18	I have staff to run my outlet. Can I assign them with different roles to access the app?	<ul style="list-style-type: none"> ▪ There are three (3) types of access and each comes with different features. Refer to the table below:

NO	QUESTION	ANSWER																				
		<table border="1"> <thead> <tr> <th data-bbox="539 349 783 416">Access type</th> <th data-bbox="783 349 999 416">View report/dashboard</th> <th data-bbox="999 349 1153 416">View transactions</th> <th data-bbox="1153 349 1321 416">Scan Function</th> <th data-bbox="1321 349 1513 416">Create / edit account</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 416 783 472">Owner (1 access)</td> <td data-bbox="783 416 999 472">Yes</td> <td data-bbox="999 416 1153 472">Yes</td> <td data-bbox="1153 416 1321 472">Yes</td> <td data-bbox="1321 416 1513 472">manager and staff</td> </tr> <tr> <td data-bbox="539 472 783 517">Manager (1 access)</td> <td data-bbox="783 472 999 517">Yes</td> <td data-bbox="999 472 1153 517">Yes</td> <td data-bbox="1153 472 1321 517">No</td> <td data-bbox="1321 472 1513 517">No</td> </tr> <tr> <td data-bbox="539 517 783 551">Staff (1 access)</td> <td data-bbox="783 517 999 551">No</td> <td data-bbox="999 517 1153 551">Yes</td> <td data-bbox="1153 517 1321 551">Yes</td> <td data-bbox="1321 517 1513 551">No</td> </tr> </tbody> </table>	Access type	View report/dashboard	View transactions	Scan Function	Create / edit account	Owner (1 access)	Yes	Yes	Yes	manager and staff	Manager (1 access)	Yes	Yes	No	No	Staff (1 access)	No	Yes	Yes	No
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Staff (1 access)	No	Yes	Yes	No																		
19	<p>I have assigned a role to my staff, what is next?</p>	<ul style="list-style-type: none"> Your staff will need to activate their account. Please have your staff to open his/her email inbox and follow the steps indicated in the email. 																				
20	<p>The staff whom I appointed had resigned. How can I terminate and reappoint other staff?</p>	<ul style="list-style-type: none"> Open the app, go to Edit Shop > Add staff > Remove the previous staff and add the new staff's email accordingly. Then, the new staff can refer to the email on how to activate the account. 																				
21	<p>What if I deactivate my nex.life Rewards biz app and after a week, I decide to activate it again?</p>	<ul style="list-style-type: none"> Not a problem. You can login to the app and click on the "reactivate" button. 																				
22	<p>I have forgotten my password, what should I do?</p>	<ul style="list-style-type: none"> Just go to the app login screen, and click on "forgot password". You will receive an email with link to a page for you to enter your new password. 																				
23	<p>Am I entitled for rebate due to app downtime?</p>	<ul style="list-style-type: none"> We are sorry, there is no rebate due to app downtime. Rest assured, we are committed to fix the downtime issue immediately. 																				
BILLING																						
24	<p>How will I be billed for the Chop Chop service premium subscription?</p>	<ul style="list-style-type: none"> The subscription fee for the Chop Chop service will be included in your monthly unifi bill. A monthly electronic bill (e-Bill) statement will be sent to your registered email address. 																				
25	<p>Can I request for a physical bill to be mailed to me?</p>	<ul style="list-style-type: none"> In support of environment-friendly initiatives, we no longer send physical bill statements by mail to our customers. Feel free to print upon receiving the e-Bill via email should you need a physical record of your bill. 																				
26	<p>How much will I be charged in my first bill?</p>	<ul style="list-style-type: none"> You will be charged for the current and subsequent month in your first month bill. <p><u>Sample scenario -</u></p>																				

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		<ul style="list-style-type: none"> • Your unifi Biz bill date: every 1st of the month • Premium package activated: 15th April 2019 ▪ In addition to your current unifi Biz charges, your bill on 1st May 2019 will include a sum of 2-month Chop Chop Premium plan at RM100 (<i>Description: April & May Premium package plan with breakdown charge is RM50 (April) + RM50 (May) = RM100</i>)
27	Can I cancel my Chop Chop service Freemium package?	<ul style="list-style-type: none"> ▪ Yes, you may deactivate the plan at any point of time. Just click on the "deactivate" button in the app.
28	Why do I still see my shop in the directory listing when I have deactivated my subscription?	<ul style="list-style-type: none"> ▪ Even though you have deactivated your outlets, we will still allow you to use the service for 30 days as a cooling period.
29	What will happen to my Chop Chop account if I relocate my outlet to another place?	<ul style="list-style-type: none"> ▪ Easy, you just need to update the latest address in the app. Go to 'edit outlet' in the app to edit the address.
30	What if I want to terminate my unifi Biz and Chop Chop service?	<ul style="list-style-type: none"> ▪ Please visit the nearest TMpoint for termination of service. ▪ However, if you wish to terminate/deactivate your Chop Chop service only, you can just click on the "deactivate" button function in the app without having to go to TMpoint.
31	I cannot find the solution to my issue. How do I get in touch with your customer support?	<ul style="list-style-type: none"> ▪ You can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ Live Chat with us via care@unifi app or web browser at https://unifi.com.my/chat/index.html ▪ Facebook at https://www.facebook.com/weareunifi/ ▪ Twitter at @helpmeunifi ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.