

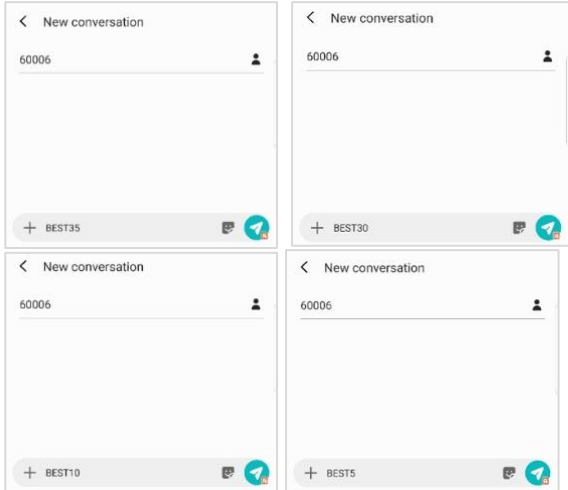
FAQ (Additional Questions)

1. FREE RM5 HelloSIM Top Up for Merchantrade International Remittance Customers (Effective 1st January 2024)


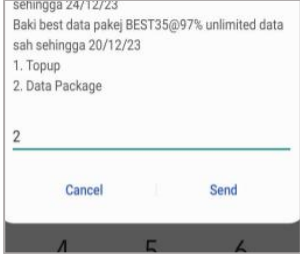
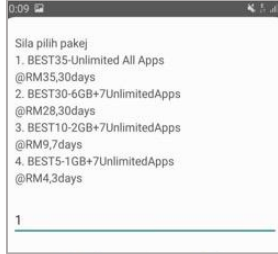
- Q:** How can I get the FREE RM 5 HelloSIM top-up if I send international remittances at a Merchantrade branch/agent/Merchantrade Money App/eRemit?
- A:** You can enjoy the FREE RM5 HelloSIM top-up ONLY if you subscribe to our BEST35 pack, which carries a 30-day validity. Your BEST35 pack must be active at the time of the international remittance transaction.
- Q:** When will I get the RM5 FREE HelloSIM top-up?
- A:** You will receive the RM5 FREE HelloSIM top-up within 24 hours of sending your International Remittance Transaction.
- Q:** How many times can I get the FREE RM 5 HelloSIM top-up per day after I perform an international remittance with Merchantrade?
- A:** You will be entitled to the FREE RM5 HelloSIM top-up for a maximum of three (3) international remittance transactions per day amounting to a total of RM15 worth of FREE HelloSIM top-up.

2. BEST Pack Subscription

- Q:** How do I subscribe to UNLIMITED* data? – BEST35 / BEST30 / BEST10 / BEST5
- A:** You may subscribe to our BEST packs in these three (3) simple- SMS, USSD and the HelloSIM App.

i.	SMS
<p>Type <BEST PACK CODE> & send it to 60006</p>	<p>Examples:</p> <ul style="list-style-type: none">• Type BEST35 & send it to 60006• Type BEST30 & send it to 60006• Type BEST10 & send it to 60006• Type BEST5 & send it to 60006  <p>The image contains four screenshots of a mobile messaging app interface. Each screenshot shows a 'New conversation' with the contact '60006'. The input field contains a subscription code: '+ BEST35', '+ BEST30', '+ BEST10', and '+ BEST5' respectively. Each message has a blue send icon on the right.</p>

ii. USSD

<p>Step 1: Dial *123*2#</p>	<p>Step 2: Press 2 and click Send</p>	<p>Step 3: Choose your Internet plans</p> <ul style="list-style-type: none"> • Press 1 for BEST35 and click Send • Press 2 for BEST30 and click Send • Press 3 for BEST10 and click Send • Press 4 for BEST5 and click Send
		

iii. HELLOSIM App

Method 1					
<p>Step 1: Click on Buy Now</p>	<p>Step 2: Click on Internet Plans</p>	<p>Step 3: Choose your Internet plan:</p> <ul style="list-style-type: none"> • BEST35 • BEST 30 • BEST10 • BEST5 	<p>Step 4: Click Buy</p>	<p>Step 5: Select your payment method</p>	<p>Step 6: Click Pay Now</p>
<p><Image></p>	<p><Image></p>	<p><Image></p>	<p><Image></p>	<p><Image></p>	<p><Image></p>
Method 2					
<p>Step 1: Click on Plans</p>	<p>Step 2: Click on Internet Plans</p>	<p>Step 3: Choose your Internet plan:</p> <ul style="list-style-type: none"> • BEST35 • BEST 30 • BEST10 • BEST5 	<p>Step 4: Click Buy</p>	<p>Step 5: Select your payment method</p>	<p>Step 6: Click Pay Now</p>
<p><Image></p>	<p><Image></p>	<p><Image></p>	<p><Image></p>	<p><Image></p>	<p><Image></p>

4. International Data Roaming/Calls/SMS

Q: Will I be able to use my BEST data plan (BEST 35 / BEST 30 / BEST 10 / BEST 5) when I travel overseas?

A: Sorry, we do not offer Data Roaming services at the moment, as such you will not be able to use your BEST data plan overseas.

Q: Can I make or receive Calls when I am overseas?

A: Yes, you can make and receive calls when you are overseas. However, the call rates may vary. You may check for our call rates here: <https://hellosim.com.my/idd> *(we will need to confirm this part)*

Q: Can I send or receive SMS when I am overseas?

A: Yes, you can send and receive SMS-es when overseas. International SMS rate is charged RM1.00 for all countries except Bangladesh, India, Nepal, Sri Lanka, and Indonesia at any given period of the day. *(we will need to confirm this part)*

5. BEST 35

Q: Why does my data finish within 15-20 days when BEST 35 says UNLIMITED*?

A: Our Fair Usage Policy (FUP) applies on the UNLIMITED* data and the quota for BEST35 is set at 60GB. If you exceed the FUP, your speed will be throttled to 64kbps.

Q: I have subscribed to BEST 35 but why am I facing a slow Network/No Internet (E or H+)?

A: You may face Network related issues due to various reasons; these may include our Network provider upgrading their systems or the location you reside in is facing network congestion due to a high number of customers using the service at the same time.

We recommend that you restart your phone in order to overcome this issue. If the disruption continues, please contact us with your name, phone number and address so that we can highlight it to our Network provider, at:

- Call - 1900
- Whatsapp - 013 226 4461
- Email - info@hellosim.com.my