

FREQUENTLY ASK QUESTIONS (FAQ)
myTNB Pay For Your Loved Ones

1. When is the promotion period?

The promotion runs from 21st June 2017 to 21st September 2017.

2. What is myTNB Pay For Your Loved Ones campaign about?

myTNB pay for your loved ones campaign is about paying bills through **myTNB mobile application** for your loved ones including your own or someone else's account (e.g parents, siblings, friends, family etc) who is a TNB registered consumer.

3. How do I participate in the campaign?

Follow tenaga_nasional official IG account and proceed with the following steps: -

Step 1: Download and install myTNB mobile application

Step 2: Add TNB account number of your loved ones in myTNB mobile application

Step 3: Make a full payment for them through myTNB mobile application

Step 4: Selfie/Upload a picture of your loved ones at your **Instagram account** and include **#myTNBpayforyourlovedones** and the **TNB account number** which you have paid for.

Important Note: Please disable any private account setting if your Instagram account is on private mode.

4. Can I make payment for my own account?

Yes, you can and simply follow the same step 1 – 4 to participate in the campaign.

5. I only paid half of the outstanding bill , can I still participate in this campaign?

No, you must make full payment in order to participate in this campaign.

6. There is no outstanding bill, can I still participate in this campaign?

No you must wait for the next billing cycle and make full payment to participate in this campaign.

7. What are the prizes that I can win?

- Most Likes Photo*: 1 winner x TNB cash rebates worth RM1000.00
- Best Photo*: 1 winner x TNB cash rebates worth RM1000.00
- Consolation prize: 50 winners x TNB cash rebates worth RM100.00

*Subject to terms & conditions

8. If my IG posting wins, who will receive the TNB Cash rebates?

The TNB cash rebates will be credited to the TNB account which you have paid for.

9. How will the winners be selected?

For 'most likes' an 'best photo' will be selected at the end of campaign based on criteria determined by TNB. Consolation prizes (50 Eligible winners) will be selected by on a randomizer program. Please refer to the Terms & Conditions for more information.

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10. How do I know if I am already in the running to win the prizes?

As long as you have made a successful transaction through myTNB mobile app and fulfill step 1-4, you will stand a chance to win the prizes.

11. How and when will the winners be notified?

Eligible winners will be contacted via telephone as specified in Terms and Conditions.

12. Who should I refer to if I have further queries on the campaign?

Please visit www.tnb.com.my/promotions to view the Promotion page and Terms and Conditions, alternatively you may contact TNB Careline 1-300-88-5454.