

HOTLINK GAMES TOP UP: FAQ

General

1. What is this service about?

You are now able to use Hotlink top up tickets to purchase Garena Shells.

2. Is there a monthly fee to use this service?

No. Registration is free and there is no additional charge incurred to use the service.

3. Is there a specific Hotlink top up ticket just for this service?

No. Regular Hotlink top up tickets (purchased from convenience stores, petrol kiosks, etc) valued at RM10 and above can be used for this service.

4. How do I use this service?

Login to pay.garena.my and choose "Maxis > Hotlink" as your payment method during Garena Shells purchase. If you are a first time user, just register a Garena account and then login to proceed.

5. Do I have to be a Maxis/Hotlink customer to use this service?

No you don't. As long as you have a Garena account, you can use this service.

6. Can I use any Hotlink top up tickets available in the market?

Only Hotlink top up tickets valued at RM10 and above can be used for this service.

7. Can I use half of the Hotlink top up ticket value for this service and the other half for my Hotlink airtime?

Unfortunately, you can't.

8. Is there any special privileges for Maxis/Hotlink customers?

Yes, but only for a limited time. Garena is offering special offers if you are a Maxis/Hotlink customer and top up Garena Shells during the promotion period.

Visit pay.garena.my/hotlink/promotion or www.hotlink.com.my for more details.

9. Who should I contact if I run into a problem while using this service?

If your transaction was successful, but the game points were not added into your game account (even after refreshing the page), please contact Garena at www.garena.my/support for a faster response.

For other issues, if you are a Maxis/Hotlink customer, please call "123". Otherwise, please call 1300 820 120.

10. If I'm a Maxis postpaid customer, can I use this service?

Yes. Don't worry, your game point purchases will be paid with the Hotlink top up ticket, so it will not be charged to your Maxis Postpaid bill.

11. Is GST charged for this service?

Yes, but it would have already been paid for when you purchase the Hotlink top up ticket. So, the value of your Hotlink top up ticket will remain as the amount printed on the ticket.

Top Up

1. Is there a maximum amount that I can top up a day using this service?

Yes there is. You can only top up a maximum of RM1,500/day worth of game points per Hotlink Games Top Up account.

2. Can I use the service without a registered account?

Yes, there is an Express Top Up that does not need a registered account for top up. However, if you are a Maxis/Hotlink customer, you will not be able to enjoy the special privileges you would otherwise get.

3. Can I use the Express Top Up even if I have a registered Hotlink Games Top Up account?


Yes, you can. But you would not be entitled to the special privileges if you are a Maxis/Hotlink customer.

4. Where do I find the Express Top Up?

Just click on "Skip This" at the Sign In page.

Email:

Password:
[Forgot password?](#)

Auto sign-in for this publisher 

[Register now](#) | [Skip this](#)

5. Can I check my transaction history using the Hotlink Games Top Up?

Yes, at the Transaction History tab after you have signed in. However, transactions done using Express Top Up will not be recorded.

6. It says that the top up failed because the voucher denomination is below RM10. What does that mean?

It means that you tried using a Hotlink top up ticket that is below RM10. This service is only available to top up tickets that are RM10 and above.

7. My Hotlink Games Top Up transaction failed and the error displayed is that the failure is due to system issue.

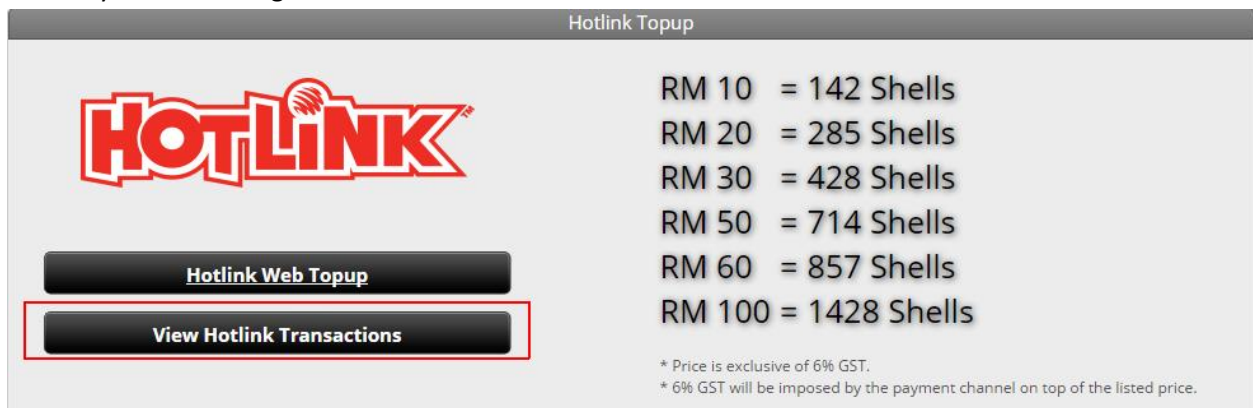
There could be a system issue that is causing the failure, so please do try again later. If the issue persists, please call "123" (for Maxis/Hotlink users) or 1300 820 120 (for non-Maxis/Hotlink users).

8. My top up was successful, but the game points were not added to my game account.

Please refresh the page for the game points to update itself. This may take a few minutes. If the issue persists, please contact Garena directly.

9. I'm a Maxis/Hotlink user. After I purchased Garena Shells via Hotlink Top Up, where I can get my bonus in-game items?

Login to "pay.garena.my > Maxis > Hotlink > View Hotlink Transactions" and you will be able to choose your bonus in-game items there.



Hotlink Topup

HOTLINK

Hotlink Web Topup

View Hotlink Transactions

RM 10	= 142 Shells
RM 20	= 285 Shells
RM 30	= 428 Shells
RM 50	= 714 Shells
RM 60	= 857 Shells
RM 100	= 1428 Shells

* Price is exclusive of 6% GST.
* 6% GST will be imposed by the payment channel on top of the listed price.

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10. I have gotten the in-game codes, where and how do I redeem it?

For League of Legends codes

1. Download League of Legends (lol.garena.com)
2. Log into your League of Legends client
3. Click on "Store"
4. Click on "Codes"
5. Key in your redemption code
6. Click submit and enjoy

For Blackshot codes:

1. Login to coupon.blackshot.garena.com
2. Select your Blackshot character
3. Key in the redemption code
4. Click "Redeem" and enjoy!

For FIFA Online 3 codes:

1. Login to coupon.fo3.garena.com
2. Key in the redemption code and click "Redeem"
3. Check your inventory in FIFA Online 3 to utilize it
4. Enjoy!

Hotlink Games Top Up Account

1. How many Hotlink Games Top Up accounts can I register for Garena?

Each Garena account can only have 1 registered Hotlink Games Top Up account.

2. What would I need in order to register a Hotlink Games Top Up account?

You just need a valid email, Maxis / Hotlink mobile number (SMS enabled), name and I.C./ passport number.

3. Can I register multiple Hotlink Games Top Up accounts for multiple Garena accounts?

Yes, you can. However, 1 Maxis / Hotlink mobile number can only have a maximum of 5 registered emails, and the top up daily limit will be shared (The maximum is a total of RM1,500/day).

4. Can I change my account details after I've registered?

Of course! Just click on "Profile" to do so.

5. I could not sign in to my Hotlink Games Top Up account.

Your account could have been inactive for more than 6 months. In that case, you will need to re-register your account to proceed. Otherwise, please call Maxis/Hotlink customer support at "123" (for Maxis/Hotlink users) or 1300 820 120 (for non-Maxis/Hotlink users).

6. I was requested to change my mobile number after I've signed in.

This happens when your mobile number is terminated. Please change your mobile number to proceed.

7. I was requested to change my password when I've signed in.

If you signed in using a temporary password that you retrieved when you click "Forgot password", you will be required to change the password for security purposes. Please do so before proceeding.

8. Can I change the ownership of the Hotlink Games Top Up account & Garena account?

No you can't