



FAQ:

Q1. Who is eligible to purchase mPoints pins or credits?

A1. All Maxis subscribers are entitled to purchase game pins or credits from mPoints platform.

Q2. What are the denominations available in mPoints for Garena Game Shells topup?

A2. The denominations are RM10, RM20 and RM30.

Q3. What is the limit for Maxis Prepaid subscribers to purchase in mPoints?

A3. The limit for Prepaid subscribers is RM300.00 per day and RM1,000.00 per month.

Q4. What is the limit for Maxis Postpaid subscribers to purchase in mPoints?

A4. A limit of RM300.00 per day and RM1,000.00 per month for Postpaid subscribers and is subject to subscribers respective own phone line credit limit.

Q5. When will my credits be deducted once I purchased?

A5. For Prepaid subscribers: Credits will be deducted immediately once transaction is successful.

For Postpaid subscribers: It will be billed and outlined in their monthly Postpaid bill statement.

Q6. If I have available prepaid credit balance of RM10.00, can I still purchase RM10 pin? (Since standard SMS rates apply)

A6. No. You need to have sufficient credit balance to make a purchase.

Q7. How long is the validity period for the mPoints game pins?

A7. Validity period for all mPoints game pins is for a 3 months period.

Q8. Can I use the mPoints Pins to topup Garena Shells immediately once I purchase?

A8. Yes, you can use it immediately. You just need to logon to <http://pay.garena.my> to sign in with your Garena account and you can redeem by keying in your purchased mpoint pins.

Q9. Can I terminate this service?

A9. This is not a subscription based service, hence do not need to terminate.

Q10. Can I refund for unused mPoints once purchased?

A10. Unfortunately, no refund will be given once mPoints game pins or credits has been purchased

Q11. Do I need to register for mPoints?

A11. No, you do not need to register for mPoints. You can start to purchase mPoints by **SMS <keyword> to 23220** to topup Garena Shells (refer image below)

Top up Instructions:

Step 1:
SMS <keyword> to 23220

Step 2:
You will receive a charged SMS with a mPoints PIN.

Step 3:
Enter mPoints PIN into game portal. Game on!

Shells	Price	Keywords
142	RM 10	Garena 10
285	RM 20	Garena 20
428	RM 30	Garena 30

Q12. Where can I get help if there's any transactions error?

A12. For technical error resolution of mPoints, please contact **U8Space Sdn Bhd**:

- Customer Care Helpline: **03-7732 6663, 9am - 6pm (Mon - Fri)** or
- Email: technical@u8space.com

Please find the below reply messages for various scenarios for your reference.

The reply messages are applicable for all 23220 keywords.

Scenario	Price	Deduct Money	Reply Message
Charging Failure/ Invalid Keyword	RM0.00	No	RM0. We are unable to process your request at this moment. Please try again later
Daily Limit	RM0.00	No	RM0. Sorry, you have reached your purchase limit today. Please top up and try tomorrow again.
Monthly Limit	RM0.00	No	RM0. Sorry, you have reached your purchase limit this month. Please top up and try next month again.
<u>Success</u> Purchased Pin	RM<amount>	Yes	RM<amount>. Thank you for your purchase. Please use the following 16-digits PIN to redeem your Garena Shells at pay.garena.my. PIN:XXXXX

Q13. I have accidentally deleted the SMS containing the pins. What should I do?

A13. Contact **U8Space Sdn Bhd** customer care helpline on **03-7732 6663** or email technical@u8space.com

Q14. I've lost my phone and someone has used it to purchase mPoints pins. What should I do?

A14. Contact Maxis helpline immediately to terminate the SIM card. Successful transactions made prior to termination of the SIM card will be considered valid and shall not be refundable.