

HUB ID FAQ (ver3.0-Sep 2021)

No.	Questions	Answers
1	What is UEM Sunrise hUb ID (hUb ID)?	The hUb ID provides single sign-on access to all hUb applications (apps) i.e. hUp prop, hUb home, hUb mall and hUb life
2	What are the benefits of hUb ID?	Existing users can sign into any hUb apps with their existing credentials. For new users, once they register in any of the apps mentioned above, they can seamlessly login into the other apps without a new registration
3	What problem does hUb ID solve?	hUb ID eliminates the need for you to manage multiple usernames and passwords.
4	What can I do with a hUb ID?	Registered hUb ID users can login to hUb prop, hUb home, hUb mall and hUb life. Users will also have access to other hUb ID features such as Forget Password and Update Password.
5	If I update my password, will it be automatically updated across other apps?	Yes, it will be automatically updated across all the other apps.
6	How do I register for a hUb ID?	Click "Create Account" and follow the instructions.
7	How do I start using my hUb ID?	Upon successful registration, simply click "Login with UEM Sunrise hUb ID" to log in to the account.
8	Can I register for more than one (1) hUb ID account?	Each email address and mobile number are only allowed to be registered once.
9	I tried to log in with my old credentials, but it shows an error message. Why?	We are migrating all users to the hUb ID database. As such, you are required to change your password once, in accordance with our new password policy.
10	I was using the app and it force logged out, and I received a message saying, "Your password has expired, you must change your password to continue"	We are migrating all users to the hUb ID database. As such, you are required to change your password once, in accordance with our new password policy.
11	When I update my password via any of the hUb apps, what can I expect?	For security reasons, once the user updates the password in any hUb apps, the user will be logged out from all the other apps, except the app that the user used to update the password.
12	I received an "Email Already Registered" message. What does that mean?	Your email address is our key identifier. This error means that there is an account registered with this email. If you do not remember the password, simply click "Forget Password" and we will send you the instructions for getting a new password.
13	I received a "Mobile Number Already Registered" message. What does that mean?	Your mobile number is also one of our key identifiers. This error means that there is an account registered with this mobile number. If you do not remember the password, simply click "Forget Password" and we will send you the instructions for getting a new password.
14	I received a message saying, "Your account is still unverified". What does that mean?	To complete your hUb ID registration, we will send a verification email to your registered email to verify that you are the rightful user of the email. This is part of our security practices. Please check your Inbox or Junk/Spam mailbox for this verification email.
15	I need more information	Please drop us an email at help@risedigital.my . Business Hours: 9.00am to 5.30pm, Monday to Friday (excluding Public Holiday)

HUB MALL FAQ (v3.0-Sep 2021)

No.	Questions	Answers
REGISTRATION AND LOG-IN		
1	What is hUb mall?	<p>hUb mall is a mobile application (app) that rewards shoppers through loyalty points when they shop at Publika Shopping Gallery retail outlets.</p> <p>You can download hUb mall at the Google Play Store and Apple App Store for free. Welcome gift points will be given to successful registrants.</p>
2	Who is eligible to register as a hUb mall member?	Anyone aged 18 years and above is eligible to register for one account at any given time.
3	How do I join hUb mall?	Just create an account in the hUb mall app for free.
4	What version of the Android or Apple operating system is required for the hUb mall application?	<p>Android – Lollipop (5.0) or newer</p> <p>iOS – version 11.0 or newer</p>
5	Is the hUb mall accessible via website?	Currently, the hUb mall is only available on mobile platforms for Android and iOS devices.
6	How do I log in to my account?	Please log in using your UEM Sunrise hUb ID (hUb ID)
7	What if I forgot my login ID and/or password?	You may click on “Forgot Password” at the login page and follow the instructions given to reset the password.
8	What are the privileges/benefits that I will enjoy as a hUb mall member?	<p>Members can enjoy the following privileges/benefits:</p> <ul style="list-style-type: none"> ▪ Earn points and redeem rewards from participating merchants. ▪ Exclusive invitations to sales previews, invitation-only events, members-only offers and gift redemptions. ▪ Exclusive offers, discounts, promotions, rebates or extra points from participating merchants. ▪ Get the latest news on events and promotions happening at the mall. ▪ Participate in exclusive contests and giveaways.
9	How many accounts can I have?	You can only have one account per registered member.
10	How do I update or change my registration profile?	Log on to your hUb mall account, go to <Profile>→ <Edit Profile>. It is important that this information is kept updated at all times.
11	What are the methods of identification for members?	<p>The methods of member identification are:</p> <ol style="list-style-type: none"> a) Personal Name b) Mobile Number c) Email Address d) hUb mall ID
12	Are there any membership tiers?	Currently, there is no membership tier.
13	Who is not eligible to join HUB mall?	Companies, Associations and Clubs are not eligible to join as members.
14	How do I reach out for assistance?	Please go to our Support section within the app for the latest FAQs. We will keep this section updated. Should you need any assistance or have any questions, please submit it via the forms in the page.

POINTS COLLECTION

15	How do members earn hUb mall points?	<p>Members can earn points by scanning or uploading images of receipts using the hUb mall app.</p> <p>Every RM1.00 spent at participating merchants' outlets in Publika Shopping Gallery will entitle you to earn 1 hUb mall Point.</p> <p>There will be special promotions and events from time to time that offer more points per RM1.00 spent. Be sure to keep a lookout for them in the hUb mall App.</p>
16	Can I use the awarded points immediately?	No, the points will be awarded after verification of the scanned receipts of the purchases made.
17	Can I earn points from previous purchases or backdated receipts?	You can only earn points for receipts of purchases made up to one day (24 hours) before.
18	Do I earn points if I purchase with cash vouchers?	No, the payment amount made using cash vouchers are not eligible for point earnings. However the remaining amount in the payment made using cash is eligible for point earnings.
19	How do I check my points balance?	The overview of your points balance will be shown on the hUb mall App Homepage.
20	What should I do if my points balance is incorrect?	If your points balance is displaying incorrectly, please click on the support button located on the homepage of the hUb mall app and submit your enquiry.
21	Are the awarded points transferable?	No, the points are non-transferable.
22	What is the validity of the points collected?	The points will be valid for 12 months from the date of purchase.
23	How can I check the expiry date of my rewards point?	<p>You can check your points expiry date in the hUb mall app.</p> <p>(Note: Points expiring for the month will only be shown one month before expiry date)</p>
24	Is there a minimum amount of points to be maintained?	No, there are no minimum points that need to be maintained in your account.
25	What happens to my points if my purchase is refunded?	This is subject to the merchant's decision and its terms and conditions.
26	Can I exchange my points for cash?	No, points are not exchangeable for cash. We have a reward option of redemption of points into cash against purchases at participating merchant outlets.
27	Why are my points not reflected in my account?	The points will be credited within 7 working days.
28	Do I earn points if I spend at any retail outlets in Publika Shopping Gallery?	<p>You may earn points when you spend at any retail outlets in Publika Shopping Gallery except for the following stores and purposes :</p> <ul style="list-style-type: none"> a) Money Changer b) Art Gallery c) Bank d) Push Cart e) Temporary Kiosk f) Bill payment g) Any cash top up

29	Can I use receipts that are given to me or collected by me to earn hUb mall points?	<p>hUb mall points can only be awarded for your own purchases. If any member is found using receipts other than their own purchases to accumulate hUb mall points, Sun Victory Sdn. Bhd. reserves the right to withdraw the points if awarded and/or take necessary action which include but not limited to termination of their membership.</p> <p>Tenants' staffs are strictly not allowed to scan or upload the receipts from their outlets.</p>
30	Under what circumstances will the transaction be rejected?	<p>The transaction may be rejected due to the following reason(s):</p> <ul style="list-style-type: none"> a) The purchase is not done at the participating outlets in Publika Shopping Gallery b) The receipt is not clear or incomplete, where information such as store name, mall name, total purchase amount or transaction date cannot be seen c) The receipt is scanned/uploaded after the next day of purchase d) The receipt scanned/uploaded is a handwritten receipt e) The receipt scanned/uploaded is a parking receipt f) The receipt scanned/uploaded is a credit card or debit card transaction slip g) The image uploaded is a screenshot of e-wallet or other online transaction h) The image scanned/uploaded is a mobile phone reload or top up receipt i) The receipt scanned/uploaded is a utility or tax receipt j) The total amount in the receipt is paid using membership points k) The receipt has been scanned/uploaded by another member earlier l) The receipt scanned/uploaded is a reprinted receipt m) The image scanned/uploaded is a guest check n) Any other possible findings deemed fraudulent by Sun Victory Sdn. Bhd.
31	What should I do if I'm not able to scan my receipt?	If you are unable to scan the receipt using the hUb mall app, please report it to the Publika Customer Service counter in person, via the hUb mall in-app Support page or by email to help@risedigital.com
POINTS REDEMPTION, PROMOTION & REWARDS		
32	How do I redeem rewards using my points?	Go to the Rewards Page on the hUb mall app and select the reward that you want to redeem. You will see the points needed to redeem each reward. Redemption can be done if you have sufficient points.
33	How are the points redemption calculated for purchase at participating merchant's outlets?	The points redemption is calculated as 1 point = RM0.01.
34	What is the minimum and maximum amount of points that can be redeemed?	There is no minimum /maximum amount of points, as long as you have sufficient points to redeem the desired reward.
35	Will I be notified when I make a points redemption?	Yes, you will be notified every time you make a redemption transaction.
36	Are the redeemed points returnable or refundable should a member change or cancel his/her decision?	No, the points are non-returnable and non-refundable.

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No.	Questions	Answers
HUB MALL APP UPDATES		
1	What will happen to the hUb Mall app?	The hUb mall app will no longer be in used after 18 September 2022.
2	Why is this happening?	We are enhancing our services to provide our shoppers with an easier and rewarding experience by converting our rewards programme.
3	What will happen to my hUb Mall points?	Your hUb Mall points will expire after 18 September 2022 and will not be transferred. Please utilize your points by 18 September 2022.
4	How can I use my hUb Mall points?	You can utilise your hUb Mall points by redeeming participating merchants' rewards on the hUb Mall app.
5	Will I still be able to earn hUb Mall points?	You can still earn hUb Mall points until 18 September 2022.
6	Can I exchange my hUb Mall points for cash?	No, the hUb Mall points are not exchangeable for cash. You can utilize the points by redeeming participating merchants' rewards on the app.
7	If I download the rewards before 18 September 2022, can I redeem the rewards in the merchant's store after 18 September 2022?	No, all rewards downloaded must be use by 18 September 2022. Any downloaded rewards not redeemed at the merchant's store after 18 September 2022 will be forfeited.

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