

1. What is hUb prop? (About hub prop)

hUb prop is a mobile application (app) that serves as a self-service channel for users to obtain selected services and information about UEM Sunrise, including the latest promotions, properties information and Trésor Loyalty Programme.

hub prop is available for download for free at Google Play Store and Apple App Store.

2. Can anyone download and use hub prop? (About hub prop)

Yes. Everyone is welcome to download hub prop from Google Play Store and Apple App Store.

The information and services, however, may differ from general users and registered purchasers.

3. How do I activate my account? How does user log in to the mobile application? (About hub prop)

For existing UEM Sunrise buyers, in addition to the information available to the general users, you are also able to access personalised information with regards to your accounts and property purchases. This access is by invitation.

You will receive a welcome note as in the form of email which you have registered as your primary contact, together with a temporary password. You will be prompted to change to a new password upon first login.

4. What information and services are currently available for hub prop users? (For general users)

The following information and services are currently made available for all users:

- Information about UEMS properties
- Information about the latest promotions
- Information about the upcoming events
- Registration of interest for UEM Sunrise properties
- Information on UEMS new project launch
- Registration of interest for UEM Sunrise properties

In addition to the above, registered UEM Sunrise buyers are also able to access the following:

- Information about your purchasers and properties
- Information about your Trésor status
- Promotions for Trésorians
- Information about your billings
- Booking of appointment for key collection and joint inspection
- Submission and tracking of defects
- Information on participating merchants for Trésorians

5. What is Trésor Loyalty Programme?

Trésor is a UEM Sunrise Loyalty Programme designed to reward customers who have purchased property(ies) from UEM Sunrise Berhad commencing from Sale and Purchase Agreement (SPA) signed date of 1 January 2005 onwards. It offers benefits and privileges promoted by UEM Sunrise and our participating merchant outlets exclusively for Trésorians to enjoy.

6. Who is eligible to be a Trésorians and how do I apply? (For general users)

Individuals, joint-purchasers and corporations who have directly purchased a property or properties from UEM Sunrise Berhad;

For joint-purchasers, each individual will be eligible for a membership and will be accorded equal value of the property purchased effective from 1 November 2020;

For corporate purchasers, the membership will be issued to the company.

7. What is the threshold of the tier? (For general users)

Diamond - Trésorians with ownership of properties worth over RM8,000,001 in accumulated value.

Ruby - Trésorians with accumulated property ownership values between RM3,000,001 and RM8,000,000 in accumulated value.

Topaz - Trésorians with accumulated property ownership values between RM1,000,001 and RM3,000,000 in accumulated value.

Jade - Trésorians with property ownership valued between RM300,001 and RM1,000,000 in accumulated value.

Quartz - Trésorians with property ownership valued between RM150,000 and RM300,000 in accumulated value.

8. I am a sub-sale buyer of UEM Sunrise properties. Am I able to access hub prop? (For general users)

Only registered first-hand purchasers with UEM Sunrise can access to the personalized information with regards to their accounts and property purchases in hub prop.

9. What if I forgot my log in ID and/or password? (For UEM Sunrise customers)

You may click on “Forgot Password” at the log in page. A temporary password will be sent to your registered email and you should be able to log in and change the password immediately, via hub prop.

10. Why I am not able to see all my purchases / projects? (For UEM Sunrise customers)

Currently, the UEM Sunrise hUb only displays property purchases from 1 Jan 2017 onwards. We are updating the properties from time to time.

11. I bought a few properties from UEM Sunrise Berhad. Some are under my own name and some under the name of my company. Will I get to access to both my accounts?

Yes, you will get to access both your accounts. The access of the account will be based by/using the registered email given during the point of purchase.

12. Will there be multiple hUb account for the joint buyers on the same purchase? (For UEM Sunrise customers)

Yes, there will be multiple hUb accounts and the access is based on the registered email given during the point of purchase.

13. Will I be able to access the account if I am a joint purchaser? (For UEM Sunrise customers)

Yes, you may be able to access the account.

14. For joint purchasers, is the principal purchaser in the SPA the only person entitled to the membership? (For UEM Sunrise customers)

For individual joint purchasers, the membership is limited to the first two names stated in the SPA.

For corporate purchase, the membership card will be issued to the company with two nominees as representatives for any loyalty program initiatives.

15. How do I redeem the merchant discounts and privileges? (For UEM Sunrise customers)

You will need to log on to hub prop and go to ‘My Trésor’ page to view all the participating merchants.

As the offerings may differ from one merchant to the other, please follow the instructions displayed in order to enjoy the discounts and privileges (terms and conditions apply).

16. For more information about the hub prop:

Please reach out to our Customer Contact Centre at 1800 888 008 or 03 2711 8008 (for international calls) or e-mail us at customer care@uemsunrise.com.

Disclaimer :

UEM Sunrise reserves all its absolute rights to make any amendments, variations and changes without any prior notice and assigning any reasons whatsoever. The information given also may be varies from time to time. Whilst every effort has been taken to ensure the accuracy and completeness of the information given, UEM Sunrise shall take no responsibility and liability whatsoever and however arising for any_ misrepresentations and incomplete information and expressly disclaim any liability whatsoever for any loss, distress and inconveniences arising from or in reliance upon the whole or any part of the contents of the Frequently Asked Questions (FAQs).