

## Level Up – Super Monthly Rewards FAQ

### 1. What is this campaign about?

This campaign aims to encourage Takaful Brunei’s new and existing users on the Takaful Brunei Mobile App (TBM) to participate in activities stated in #4 where they can get the chance to win monthly rewards.

### 2. Who is eligible for this campaign?

- Takaful Brunei Mobile (TBM) App users only.
- Customers who participate in new/renew their Takaful products on the TBM App.
- Not applicable for permanent, contract, interning or attachment staff of Takaful Brunei and its subsidiaries.
- Not applicable for corporate product participation.

### 3. What is the duration of the Level Up – Super Monthly Rewards Campaign?

This campaign runs from **1<sup>st</sup> August 2024** to **31<sup>st</sup> December 2024**.

### 4. How can I earn entries?

Activity	Entries
<b>Switch to TBA Motor</b> Applicable for new customers only.	10 entries
<b>Product Participation</b> Applicable to new or renewal participating in TBA or TBK individual products as listed in the Terms & Conditions.	8 entries
<b>Registration</b> New registered users on Takaful Brunei Mobile.	6 entries
<b>Product Upgrade</b> Refers to when the customer upgrades from their current plan to a higher tier product plan (products refer to #9).	4 entries
<b>Merchant Redemption</b> TBM users redeem items through authorized merchants by using their Takaful Points. <b>Donation</b> TBM users make donations to the charity organizations listed on the TBM by using their Takaful Points.	2 entries

### 5. What are the products I can participate in?

All the products on the Takaful Brunei Mobile app except TBA Musafir - Medical Outbound are applicable as entries.

### 6. What are the prizes for August draw?

- iPad Pro 12 M2 + 50,000 Takaful Points – 8 winners
- Samsung Galaxy Tab S9 + 50,000 Takaful Points – 8 winners
- Digital World B\$300 voucher + 50,000 Takaful Points – 8 winners

Prizes are only for entries accumulated from **1<sup>st</sup> August 2024** to **31<sup>st</sup> August 2024**.

### 7. What is a Quest?

Quests are product highlights that allow customers additional entries in the monthly draws.

### 8. What is the August Quest?

Products for the August Quest are **TBA** Student Care and **TBA** Musafir.

### 9. How many additional entries do I get with the August Quest?

Customers who participate in **TBA** Student Care/ **TBA** Musafir combined with any other products (both TBA and TBK) will receive double their total entries.

Example 1	Example 2
<p style="text-align: center;"><b>TBA</b> Musafir (8 entries) + <b>TBA</b> As-Syifa (8 entries) = 16 entries</p> <p style="text-align: center;">16 entries <b>X2</b></p> <p style="text-align: center;"><b>Total entries = 32 entries</b></p>	<p style="text-align: center;"><b>TBA</b> Student Care (8 entries) + <b>TBK</b> Credit Card (8 entries) = 16 entries</p> <p style="text-align: center;">16 entries <b>X2</b></p> <p style="text-align: center;"><b>Total entries = 32 entries</b></p>

### 10. What counts as a product upgrade?

When a customer changes their product plan from a lower tier product plan to a higher tier product plan.

Products applicable for product upgrade include:

- TBA As-Syifa
- TBA Private Motor / Motorcycle
- TBA Golfer's Takaful
- TBA Active Life

**11. I'm taking TBK Nur Savings, do monthly installments count?**

No, monthly installments do not count as entries.

**12. How do I redeem through merchants?**

Customers may redeem using their existing Takaful Points on the TBM App to redeem items available through the authorized merchant list.

**13. How do I donate on the app?**

Customers may donate using their existing Takaful Points to the organizations available on the TBM App.

**14. Where can I find authorized merchants and charity organizations?**

You can find the merchants and charity organizations under the 'Rewards' tab on the TBM App.

**15. What if I participate my Takaful products at the Takaful branches counter and not on the TBM App, will I get entries?**

No, you will not receive entries. This campaign only applies to customers who participate through the TBM App only.

**16. If I have more questions, who can I talk to?**

You can reach us with your questions regarding the campaign at [enquiry@takafulbrunei.com.bn](mailto:enquiry@takafulbrunei.com.bn) or send us a message via Instagram and Facebook at @takafulbrunei.

*The full terms and conditions for the campaign can be found here: [Terms and Conditions](#)*