

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 stand a chance to win monthly rewards.

2. Who is eligible for this campaign?

- Customers who participate in new Takaful products/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.
- Takaful Brunei Mobile (TBM) App users only.

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

This campaign runs from **1st August 2024** to **31st December 2024**.

4. How can I earn entries?

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

TBM users make donations to the charity organizations listed on the TBM by using their Takaful Points.

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 October 2024 draw?

- Garmin Vivoactive 5 + Peak membership B\$300 + Dynamic Sports Giftcard B\$200 + 50,000 Takaful Points – 10 winners
- Boeffi Cuscino Massage Chair + Supasave voucher B\$300 + 50,000 Takaful Points – 10 winners
- JBL Flip 6 Speaker + Ninetendo Switch OLED + Gamecentral Voucher B\$150 + 50,000 Takaful Points – 10 winners

Prizes are only for entries accumulated from **1st October 2024** to **31st October 2024**.

7. What is a Quest?

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

8. What is the October 2024 Quest?

Products for the October 2024 Quest are **TBA** Personal Accident and **TBA** Active Life.

9. How many additional entries do I get with the October 2024 Quest?

Customers who participate in **TBA** Personal Accident combined will receive 10 times their total entries.

Example 1	Example 2
TBA Active Life / TBA Personal Accident (8 entries)	Product Upgrade TBA Active Life: Bronze to Silver

<p>X10</p> <p>Total entries = 80 entries</p>	<p>or</p> <p>Silver to Gold</p> <p>or</p> <p>Bronze to Gold</p> <p>(6 entries)</p> <p>X10</p> <p>Total entries = 60 entries</p>
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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. What are Side Quests?

Side Quests are product highlights that allow customers additional entries in the monthly draws. The side quests are only valid within a specific time as mentioned in Takaful Brunei's social media announcements.

12. When will monthly Side Quests be announced?

Side quests will be announced on our social media platforms at random. Please follow our social media accounts on Instagram and Facebook @takafulbrunei.

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

No, monthly installments do not count as entries.

14. 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.

15. How do I donate on the app?

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

16. 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.

17. 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.

18. 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 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](#)