

## 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 **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 (Please refer to products listed at #10).	4 entries
<b>Merchant Redemption</b> TBM users redeem items through authorized merchants by using their Takaful Points.	2 entries
<b>Donation</b>	

TBM users make donations to the charity organizations listed on the TBM by using their Takaful Points.	
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**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 November 2024 draw?**

- B\$1,000 cash prize + 50,000 Takaful Points – 33 winners

Prizes are only for entries accumulated from **1<sup>st</sup> November 2024** to **30th November 2024**.

**7. What is a Quest?**

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

**8. What is the November 2024 Quest?**

Products for the November 2024 Quest are **TBA Private Motor** and **TBA Musafir**.

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

Customers who participate in **TBA Private Motor** or **TBA Musafir** will receive 11 times their total entries.

Example 1	Example 2	Example 3
<p><b>TBA Private Motor / TBA Musafir</b> (8 entries)</p> <p>X11</p>	<p><b>Product Upgrade</b></p> <p><b>TBA Private Motor</b> (from lower to higher tier)</p> <ul style="list-style-type: none"> <li>• Third Party</li> <li>• Comprehensive Classic</li> <li>• Comprehensive Executive</li> <li>• Comprehensive Prestige</li> </ul> <p>(6 entries)</p>	<p><b>Switch to TBA Motor</b> (10 entries)</p> <p>X11</p>

Total entries = 88 entries	X11 Total entries = 66 entries	Total entries = 110 entries
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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 organisations 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](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](#)*