

HUB ID FAQ (ver1.0-Oct 2020)

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 your change 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 & EMALL FAQ (v2.0-Sep 2020)

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	What is E-Mall?	E-Mall is an e-commerce platform that allows shoppers to purchase products from outlets based at Publika through the hUb mall mobile application.
3	Who is eligible to register as a hUb mall and/or E-Mall member?	Anyone aged 18 years and above is eligible to register for one account at any given time.
4	How do I join hUb mall and/or E-Mall?	Just create an account in the hUb mall app for free.
5	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>
6	Is the hUb mall and/or E-Mall accessible via website?	Currently, the hUb mall and/or E-Mall is only available on mobile platforms for Android and iOS devices.
7	How do I log in to my account?	Please log in using your UEM Sunrise hUb ID (hUb ID)
8	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.
9	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. ▪ Redeem points for parking rebate. ▪ Birthday rewards. ▪ 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.
10	How many accounts can I have?	You can only have one account per registered member.
11	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.
12	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
13	Are there any membership tiers?	Currently, there is no membership tier.
14	Who is not eligible to join HUB mall?	Companies, Associations and Clubs are not eligible to join as members.

15	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		
16	How do members earn hUb mall points?	Every RM1.00 spent at UEM Sunrise participating merchants' outlets will entitle you to earn 1 hUb mall Point, unless otherwise stated. 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.
17	Can I use the awarded points immediately?	No, the points will be awarded after verification of the scanned receipts of the purchases made.
18	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.
19	Do I earn points if I purchase with cash vouchers or gift coupons?	Yes, cash vouchers or gift coupons are also payment modes just like cash, and you will earn points.
20	How do I check my points balance?	The overview of your points balance will be shown on the HUb mall App Homepage.
21	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.
22	Are the awarded points transferable?	No, the points are non-transferable.
23	What is the validity of the points collected?	The points will be valid for 12 months from the date of purchase.
24	How can I check the expiry date of my rewards point?	You can check your points expiry date in the hUb mall app. (Note: Points expiring for the month will only be shown one month before expiry date)
25	Is there a minimum amount of points to be maintained?	No, there are no minimum points that need to be maintained in your account.
26	What happens to my points if my purchase is refunded?	This is subject to the merchant's decision and its terms and conditions.
27	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.
POINTS REDEMPTION, PROMOTION & REWARDS		
28	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.
29	How is the points redemption calculated for purchase at participating merchant's outlets?	The points redemption is calculated as 1 point = RM0.01.

30	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.
31	Will I be notified when I make a points redemption?	Yes, you will be notified every time you make a redemption transaction.
32	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.
OTHERS		
33	How can I check the status of my E-Mall purchases?	You can check or track your purchases from your hUb mall account. Alternatively, you may email us at help@risedigital.my . Business Hours: 9.00am to 5.30pm, Monday to Friday (excluding Public Holiday)
34	How do I pay for the service or purchase of items from E-Mall?	You can pay via our online payment platform for the purchase of items or services.

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