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Boost UnionPay Service Product Disclosure Sheet (PDS)

1. What is the Boost UnionPay Service?

The Boost UnionPay Service in the Boost mobile application (“**Boost App**”) allows you to make payments using your Boost Account at merchants that accept UnionPay, both domestically (“**UnionPay Local**”) and internationally (“**UnionPay International**”). This service seamlessly integrates UnionPay’s extensive payment network with Boost, enabling you to make purchases and transactions across the globe with ease at merchants accepting UnionPay and/ or payment via WeChat QR code.

2. What are the key features of the Boost UnionPay Service?

- Make payments using your Boost Account at UnionPay merchants worldwide, specifically in-store and online platforms in over 50 countries. For more information on UnionPay, visit <http://www.unionpayintl.com/en/>.
- Transactions are deducted directly from your Boost Account, your e-wallet balance.
- Pay in foreign currencies with automatic currency conversion based on the current exchange rate.
- Enjoy using the Boost UnionPay Service without incurring additional fees.
- Keep track of all your transactions paid using the Boost UnionPay Service within the Boost App.

3. Who is eligible to use the Boost UnionPay Service: UnionPay Local and UnionPay International?

- **For UnionPay Local:**
All Basic, Premium, and Premium 10K wallet users are eligible to activate and enable this feature.
- **For UnionPay International:**
Only Premium 10K wallet users can activate and enable this feature.
To activate and enable UnionPay International, Premium 10K wallet users must first activate UnionPay Local.

4. What are the payment source options available with the Boost UnionPay Service?

The only payment source option available for the Boost UnionPay Service is Boost Account. The transaction amount will be deducted from your Boost Account’s balance and is limited to the available balance at the time of the transaction.

5. How do I get started?

To activate UnionPay Local

Step 1: Open the Boost app



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- Step 2: Click the Profile icon on the Boost App homepage bottom navigation.
- Step 3: Click on Payment Settings
- Step 4: Select 'Payment Services'.
- Step 5: Choose 'UnionPay Local' and follow the on-screen instructions to activate the UnionPay Local feature of the Boost UnionPay Service.

To activate UnionPay International

- Step 1: Open the Boost app
- Step 2: Click the Profile icon on the Boost App homepage bottom navigation.
- Step 3: Click on Payment Settings
- Step 4: Select 'Payment Services'
Note: To enable UnionPay International, Premium 10K wallet users must first have activated UnionPay Local feature of the Boost UnionPay Service (steps set out above).
- Step 5: Choose 'UnionPay International' and follow the on-screen instructions to activate the UnionPay International feature of the Boost UnionPay Service.

6. Does Boost charge a conversion fee for overseas transactions using the UnionPay International feature of the Boost UnionPay Service?

No, there are no additional fees for performing local transactions in Malaysia and international transactions overseas, using the Boost UnionPay Service via the Boost App.

7. What are the major risks?

- If your mobile device is lost or stolen, notify Boost immediately at support@myboost.com.my Monday to Friday from 9am to 6pm, to disable your account.
- If you suspect unauthorized use of your account, freeze your account via the Boost App and contact customer support.
- Ensure your login credentials and payment PIN are kept secure. Unauthorized access may lead to financial loss.

8. What should you do if you have issues or complaints?

If you encounter issues or have complaints regarding the Boost UnionPay Service, contact Boost customer service via the Boost App or email at support@myboost.com.my.

Kindly provide your name, registered phone number with the Boost App, and email address, along with details of the issue and how you would like it to be resolved.

You can also visit the UnionPay customer service page for additional assistance or further information at <https://m.unionpayintl.com/en/aboutUs/companyProfile/contactUs/>, as may be updated from time to time by UnionPay International Co., Ltd.



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9. Where can I get more information?

For further information, visit our website at <https://www.myboost.com.my>.