



## Frequently Asked Questions (FAQs): Shake Win 2025

Effective date: 1<sup>st</sup> August 2025

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### 1. How long will the programme run for?

The Shake & Win programme runs from 1<sup>st</sup> August to 31<sup>st</sup> October 2025.

### 2. What is the Shake & Win Program?

Shake & Win is an in-app engagement campaign where eligible B Infinite members can shake their phone daily for a chance to win BPoints or exclusive e-vouchers.

### 3. Who is eligible to participate?

The Program is open to all individual members of B Infinite with a registered B Infinite App account.

### 4. How do I play Shake & Win?

- Shake your phone once per day during the "campaign period".
- Each shake gives you a chance to win a reward (BPoints or e-vouchers).
- Rewards are randomly assigned and refreshed daily at 12.00am.

### 5. How many shakes do I get?

There are three (3) types of shake attempts:

- **3x First-time login shakes** (one-time only)
- **1x Daily shake**
- **Up to 3x Bonus shakes per day** via:
  - Transactions at B Infinite merchant stores (min. 20 BPoints earned per transaction)
  - Converting partner points via the Points Conversion Programme

### 6. What kind of rewards can I win?

The rewards are a mix of BPoints (1 to 1000 points) and popular brand vouchers such as:

- RM5: Shopee, Grab (Food/Transport)
- RM10: Touch 'n Go, Zus Coffee, Shopee

*B Infinite reserves the right to amend the rewards periodically without notice.*

### 7. Where can I view the rewards?

All prizes are automatically credited to your B Infinite App. Vouchers can be found under "**My e-Voucher(s)**".

### 8. Are there any limits or expiry for the rewards?

Yes. Rewards are available on a first-come, first-served basis and have expiry dates. Please check the individual voucher's expiry date upon receipt.

### 9. Can I sell or transfer my reward?

No. All rewards are **non-transferable**, **non-exchangeable**, and **non-refundable**.

### 10. What if my reward didn't appear?

Please email [enquiry@binfinite.com.my](mailto:enquiry@binfinite.com.my) for support. B Infinite reserves the right to investigate and withhold rewards in cases of misuse or suspicious activity.