

FAQ: Roaming School Holiday Grab Voucher Promo

1. What is the Roaming School Holiday Grab Voucher Promo?

The promo is a limited-time reward campaign for eligible CelcomDigi Postpaid customers. Eligible customers stand a chance to receive an RM30 Grab Voucher.

2. Who is eligible for this promotion?

This promotion is open to eligible CelcomDigi Postpaid customers who purchase and activate eligible roaming passes for their principal line and at least one supplementary line under the same account during the campaign period.

3. When is the campaign period?

The promotion runs from **22 May 2026 until 7 June 2026**.

4. What roaming passes are eligible for this promotion?

Eligible plans are selected CelcomDigi Multi-Day Roaming Passes, including:

- 3-Day Pass
- 3-Day Unlimited Pass
- 7-Day Unlimited Pass
- 10-Days Pass
- 14-Day Unlimited Pass
- 30-Day Unlimited Pass

For more information on the multi-days pass offers, visit [here](#).

5. Do I need to use the roaming passes within the campaign period?

You need to successfully purchase and activate the eligible roaming passes during the campaign period from **22 May 2026 to 7 June 2026**.

6. Can I purchase different eligible passes for each line?

Yes. As long as the principal line and at least one supplementary line under the same account each purchase and activate any eligible roaming pass during the campaign period.

7. What if my travel and roam pass activation date differs from my supplementary line but still within the campaign period?

You are in the eligible list too! As long as the principal line and at least one supplementary line under the same account each purchase and activate any eligible roaming pass during the campaign period.

8. How many vouchers can I receive and who will receive it?

Each account is limited to one (1) RM30 Grab Voucher only. The voucher will be granted to the eligible principal line via the CelcomDigi App.

9. Can supplementary line users redeem the voucher?

No. The voucher is only issued to the principal line holder through the CelcomDigi App.

10. When will the voucher be granted?

The voucher will be granted between **8 June 2026 and 15 June 2026** to the selected eligible subscribers.

11. How will I know if I received the voucher?

Eligible customers will receive a **push notification** and an **inbox message** via the CelcomDigi App once the voucher is ready for redemption. Check your CelcomDigi App between 8 June 2026 to 15 June 2026.

12. How do I redeem the voucher?

Please follow these steps:

- **Step 1:** Download the CelcomDigi App and sign in using your registered Principal mobile number.
- **Step 2:** Tap the notification bell icon on the top right of the homepage and open the message in your inbox.
- **Step 3:** Follow the redemption instructions provided to redeem your voucher.
- **Step 4:** Once successfully claimed, the voucher will appear in your Grab app and is ready to use.

Please ensure that the Grab app is downloaded on your phone and that you have an active Grab account.

13. Where can I use the Grab Voucher?

The voucher can be used for GrabFood, GrabMart, GrabTransport and GrabExpress.

14. When does the voucher expire?

The voucher must be redeemed by **31 July 2026**.

15. What happens if I do not redeem the voucher before expiry?

Any unredeemed or unused voucher after **31 July 2026** will expire automatically and cannot be reinstated.

16. Can the voucher be exchanged for cash?

No. The Grab Voucher is non-transferable, non-refundable, and cannot be exchanged for cash.

17. I purchased eligible passes but did not receive the voucher. What should I do?

The voucher is granted based on first come first served with limited quantity. Shall you have any question, please wait until **15 June 2026**, you can chat with our 24-hour customer support via [WhatsApp](#) for quick support.