

General Frequently Asked Questions (FAQ)

1.	<p>What is Yellow Pages?</p> <p>Yellow Pages Digital https://yellowpages.my/ is the leading digital business directory in Malaysia with over 500,000 business listings under 16 main categories for ease of search, ensuring a smooth user experience when you use our platforms.</p>
2.	<p>How can I access Yellow Pages?</p> <p>You can access it via your browser on desktop and mobile devices.</p>
3.	<p>What are the key features that attract people to use Yellow Pages?</p> <p>Yellow Pages' fresh new look has an easy interface, its listing is trusted by many, with deals offered by Malaysian local businesses. With interesting articles as well as functions to store and share local businesses' business cards online and updated via mobile & web. Not only that, we are constantly enhancing the features to provide value for both users and advertisers.</p>
4.	<p>I have a business listing in Yellow Pages. How can I edit my business info?</p> <p>With our newly launched Advertiser Module business owners can make changes easily when logging into their business page. Kindly contact WeCare should you have any issues in editing your business info.</p>
5.	<p>How long will my business be listed in Yellow Pages?</p> <p>The subscription is auto-renewed. Minimum period for listing is for 12 months. Upon expiry of subscription or discontinue or termination of any package, the listing will still be in Yellow Pages but will be downgraded as a normal listing and will not enjoy the value added benefits of subscribing to the packages.</p>
6.	<p>Can I change my Yellow Pages username?</p> <p>Once the username is created, it remains as it is and cannot be changed. However, you may change/update your password via https://yellowpages.my/.</p>
7.	<p>Can I upgrade my packages?</p> <p>Yes, there are other packages available for purchase, to cater your business needs. However, your current package will not be refunded if it is within the minimum contract period.</p>
8.	<p>How do I get assistance for any enquiries?</p> <p>Email us at wecare.enquiry@tm.com.my or call us at 1-300-88-9355.</p>

Advertiser's Frequently Asked Questions (FAQ)

1.	<p>What is advertiser module?</p> <p>The new advertiser module is one of the enhanced feature allows advertiser to create post by themselves..</p>
2.	<p>When advertiser module will be available to advertiser?</p> <p>This module is available after 12th May 2021.</p>
3.	<p>What is unique about the new package and plan?</p> <p>For company and individual advertisers Yellow Pages is offering 3 packages, which is Gold Package, Silver Package and Bronze Package.</p> <p>For individual advertiser, Yellow pages also offer pay-per post plan.</p> <p>Advertiser gets more value and features to list their products and services.</p> <p>Please refer to Table below for more details.</p>
4.	<p>How many packages plan can advertiser subscribed to?</p> <p>Advertiser can purchase as many packages as they wish however only one company name allows to subscribe to 1 package.</p>
5.	<p>Do users need to subscribe to Yellow Pages package to use the tokens?</p> <p>Yes. Only after subscribed to the Yellow Pages packages or plans, subscribers can utilise the tokens.</p>
6.	<p>How do advertisers utilise the Package's token?</p> <p>Advertiser may use the token to create, to update, and to modify post after the initial post has published for 24 hours.</p> <p>For example, token will be deducted when it is used <i>to update company profile, individual listing, product contents that includes add, edit, replace photos, videos or PDF documents</i></p> <p>Token can be used for add-on services like BUMPS UP or FEATURED <i>to further boost the post.</i></p> <p>Tips: Jobs or Buy & Sell posting are currently free and will not deduct tokens at the moment.</p>
7.	<p>Advertiser used up package tokens, can they buy these tokens during their subscription duration?</p> <p>Yes, advertiser may purchase additional tokens</p> <p>Please refer to Table below for more details.</p>
8.	<p>Can Advertise carried forward the balance of tokens to the new subscription period upon renewal?</p> <p>Yes.</p> <p>Once the package is renewed, tokens will be carried forward, it will follow the new package's expiry date. Unless subscription expired without renewal, all tokens will be forfeited.</p>
9.	<p>Can business listing have more than 1 category?</p> <p>Yes, advertiser is encouraged to purchase the highest package plan to enjoy more than 1 category posting. For example, gold package offers 5 categories</p>
10.	<p>If one advertiser owns few branches, how do they publish all the addresses in the business listing?</p>

	<p>Advertiser may add the addresses in company profile or when they creating post.</p> <p>For Jobs and Buy & Sell Advertiser is advisable to create 1 post with only 1 address; this will ease the users to find post easily with Location filter.</p>								
11.	<p>Do advertiser need to provide credit card details when they checkout?</p> <p>Yes, it is required to provide credit card details</p>								
12.	<p>What is “Review” feature?</p> <p>It is a new feature that allows user to leave comments to assess advertiser’s credibility. The more positive reviews the higher the ratings.</p>								
13.	<p>Who is entitled to subscribe to the Yellow Pages package and plan?</p> <p>It is open to existing Yellow Pages advertisers, new advertisers and new users.</p>								
14.	<p>How do existing Yellow Pages advertisers subscribe to the new packages and plan?</p> <p>Since 26th January 2021, all active advertisers were upgraded to the new package with more values and extra posting tokens.</p> <table border="1"> <thead> <tr> <th>Old Package Name</th> <th>New Package Name</th> </tr> </thead> <tbody> <tr> <td>Premium</td> <td>Gold</td> </tr> <tr> <td>Plus</td> <td>Silver</td> </tr> <tr> <td>Starter</td> <td>Bronze</td> </tr> </tbody> </table> <p>After 12th May 2021, existing Yellow Pages advertisers can choose to subscribe to other package or plan, below is the flow.</p> <ol style="list-style-type: none"> 1. Login to your Advertiser account at https://yellowpages.my 2. For first time login, you need to register a valid mobile phone number 3. Go to Advertiser Dashboard or login to https://advertiser.yellowpages.my 4. Choose package or plan 5. Checkout and make payment, remember to click “accept T&C and agree to unifi business payment charges (if any)” 6. Approval by Yellow Pages Admin 7. Shall wait for Admin to approve for publish the post(s) 8. Post is on Yellow Pages now <p>Note: Only with successful payment, applications will be submitted to Yellow Pages Admin for approval. Approval will take 3-5 working days.</p>	Old Package Name	New Package Name	Premium	Gold	Plus	Silver	Starter	Bronze
Old Package Name	New Package Name								
Premium	Gold								
Plus	Silver								
Starter	Bronze								
15.	<p>For existing Yellow Pages advertisers, what will happen to the current subscription if advertiser wants to subscribe to a new package?</p> <p>Advertiser can upgrade to a higher package however, there is no downgrading of package.</p> <p>And when upgrade, the old package will be ceased and advertiser will</p> <ol style="list-style-type: none"> a. start paying the new package price and new contract expiry date b. the balance of tokens will be carried forward to the new package c. tokens’ expiry date will be extended to the new contract expiry date 								
16.	<p>How do new users or potential advertisers subscribe to the new package and plan?</p>								

	<p>Please follow the flow below:</p> <ol style="list-style-type: none"> 1. Sign up a new User account at https://yellowpages.my/ 2. Login as User account at https://yellowpages.my/ 3. Click on Post Ads and select “upgrade to Advertiser account”. Remember to “accept Advertising Agreement T&C”. 4. For first time login, you need to register a valid mobile phone number 5. Go to Advertiser Dashboard 6. Fill up basic information to create individual or company profile 7. Submit the relevant documents 8. Choose package and plan 9. Checkout and make payment*, remember to click “accept T&C and agree to unifi biz payment charges (if any)” 10. Approval by Yellow Pages Admin 11. Shall wait for Admin to approve for publish the post(s) 12. Post is on Yellow Pages now <p>Note: Only with successful payment, applications will be submitted to Yellow Pages Admin for approval. Approval will take 3-5 working days.</p>				
17.	<p>What are the approval required by Yellow Pages Admin and how long does it take?</p> <table border="1" data-bbox="188 936 1374 1223"> <thead> <tr> <th data-bbox="188 936 799 1010">Company Profile</th> <th data-bbox="799 936 1374 1010">Individual Profile</th> </tr> </thead> <tbody> <tr> <td data-bbox="188 1010 799 1223"> <p>Subscribed to Gold, Silver or bronze package, only one time approval is required and all posts will automatically publish on Yellow Pages.</p> <p>For first time profile creation, Yellow Pages Admin will take 1 to 2 working days to approve</p> </td> <td data-bbox="799 1010 1374 1223"> <p>Subscribed to Gold, Silver or bronze package every post will subject to by Yellow pages Admin approval.</p> </td> </tr> </tbody> </table>	Company Profile	Individual Profile	<p>Subscribed to Gold, Silver or bronze package, only one time approval is required and all posts will automatically publish on Yellow Pages.</p> <p>For first time profile creation, Yellow Pages Admin will take 1 to 2 working days to approve</p>	<p>Subscribed to Gold, Silver or bronze package every post will subject to by Yellow pages Admin approval.</p>
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18.	<p>What are the supporting documents required from user to subscribe to the Yellow Pages package?</p> <p>To register a profile under Individual or Company, the required documents is Business Registration Cert or Business License. For those have yet to register with SSM, 1 month Utilities Bill / Identification Card / Passport / Driving License, is required.</p>				
19.	<p>What if advertisers wish to terminate existing subscription?</p> <ul style="list-style-type: none"> • Kindly contact our customer service WeCare hotline at 1-300-88-9355 or drop a message to wecare@tm.com.my for termination assistance. • As advertisers has made full payment for their subscription, their business listing will still be available on the new Yellow Pages website until the contract expires. <p><i>Example: If your contract expiry date is 10th March 2021 11.59pm, your listing will be inactive starting from 11th March 2021 12am.</i></p>				
20.	<p>What is the termination Criteria?</p> <p>There will no refund or pro rate to any early termination.</p> <p>Every paid advertiser must fulfil the termination criteria, which is a minimum of 12 months subscription means advertiser will need to pay up the remaining balance if the subscription is less than 12 months.</p>				
21.	<p>To find out more about this package and plan</p>				

- Please visit <https://yellowpages.my/> for more info.
- Alternatively contact our sales representative or customer service WeCare hotline at [1-300-88-9355](tel:1-300-88-9355) or drop a message to wecare@tm.com.my

Table 1

New Yellow Pages Package and Plan

Package	GOLD <i>(for Enterprise)</i>	SILVER <i>(for Pro)</i>	BRONZE <i>(for SOHO)</i>	Pay/Post <i>(for Individual)</i>
New Price	Monthly: RM89 Yearly: RM899	Monthly: RM49 Yearly: RM499	Monthly: RM29 Yearly: RM299	
Previous Package	Premium	Plus	Starter	
No of Ads Tokens	100 (RM9 /post)	20 (RM25/post)	10 (RM30 /post)	Nil
Post Price	1 Token/post	1 Token/post	1 Token/post	Free 1 posting for each advertiser (personal profile only) RM50 /post (with store name)
Posting time	Immediate posting (after profile is verified)	Immediate posting (after profile is verified)	Immediate posting (after profile is verified)	Approval required for each posting
Post amendment after publishing	Free (within 24 hours) 1 token / amendment	Free (within 24 hours) 1 token / amendment	Free (within 24 hours) 1 token / amendment	Free (within 24 hours) RM30 / amendment
Ads Position in related Search Result (category and keywords search)	Top position with most Prominent display	Secondary position after Gold	Third liner position after Gold & Silver	Third liner position after Gold & Silver
Company Profile & Post Label	Featured Gold background with highlight description	Featured Silver background with highlight description	Featured White background	White background
Business Badging Selection	Years in Business (upon verification) "Thumbs-up" "Recommended"	Years in Business (upon verification) "Thumbs-up"	No	No
Business Listing Category per post	5 categories	3 categories	2 categories	1 category
Search Keywords per post	20	10	5	5

Ads Validity Period	Within the subscription duration	Within the subscription duration	Within the subscription duration	30 days
Upload photos per post Image size <2Mb/image	10	10	5	5
Upload documents (PDF) per post pdf size <2Mb/image	5	3	1	1
Upload videos per post Video size <50Mb/video	2	1	No	No
Business Analytics Report	Yes	Yes	Yes	No

Add-on service for Package and Plan

	Package	Pay-Per-Post
Bumps-Up (Auto-repost the ads daily to boost the ads to top ranking)	1 Token / 2 days 3 Tokens / 7 days 5 Tokens / 14 days	RM12 / 2 days RM35 / 7 days RM 56 / 14 days
Featured Post on Category main page	6 Tokens / 7 days 10 Tokens / 14 days 15 Tokens / 30 days	RM63 / 7 days RM98/ 14 days RM150 / 30 days
Featured Post on main page	7 Tokens / 7 days 11 Tokens / 14 days 18 Tokens / 30 days	RM70 / 7 days RM112 / 14 days RM180 / 30 days
Tokens Top up Price	10 Tokens / RM100 50 Tokens / RM300 100 Tokens / RM500	

Subscription Condition

- 1) Minimum 1-year contract for Gold, Silver and Bronze packages and 1 month for Pay/Post plan.
- 2) Auto-renewal after a year and subsequent years until advertisers request for discontinue or termination in written to WeCare / Sales representatives.
- 3) No refund for cancellation within 1-year period.
- 4) Non-transferable.
- 5) No deposit required.
- 6) All prices and descriptions above are subject to change or update without prior notice.
- 7) All prices are subject to 6% SST, subject to change or update in accordance to Malaysia's Service Tax Act.
- 8) The customer must ensure that all images submitted to Yellow Pages must be of original or have obtained written consent from the photographer (please provide to WeCare as proof). TMIM shall not be liable for any lawsuit case against the said customer from the photographer if found any. (Please refer to Advertisement Agreement Terms & Conditions, Clause 4. INTELLECTUAL PROPOERTY.)
- 9) TMIM has the rights to amend any clauses that have been set without notifying the customer.
- 10) TMIM has the rights to halt the customer from continuing to enjoy the promotion if the customer fails to comply with the Yellow Pages package subscription payment.
- 11) TMIM has the rights to terminate any unlawful business registration despite having completed a successful payment and no refund shall be given.
- 12) The advertising guidelines for item no. 11 shall follow according to the rules that have been set by The Communication And Multimedia Content Forum of Malaysia "CMCF" which forbids advertising of alcoholic drinks, liquor, menacing content as well as various unacceptable products and services such as pornography, gambling and many more. The full guidelines may be obtained from the official website of CMCF.

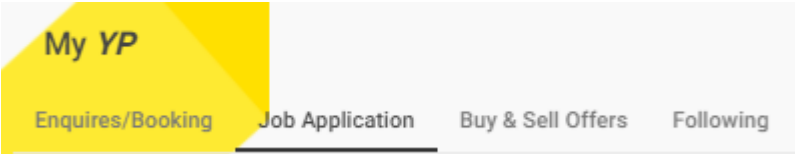
Frequently Asked Questions (FAQ) for BUY & SELL

ADVERTISER (TO SELL)	
1.	<p>What is BUY&SELL?</p> <p>BUY&SELL allows advertiser/merchant (either company or individual) to promote and sell their product on Yellow Pages.</p>
2.	<p>Who can become a seller?</p> <p>Any register user can activate your advertiser profile and start to post ad or promote your products on yellow pages.</p>
3.	<p>Does Advertiser need to subscribe to Yellow pages plan before selling a product?</p> <p>Company is required to subscribe to Yellow Pages -packages before you can enjoy free postings in BUYSSELL. And Validity for each free post is 30-days.</p> <p>Individual advertiser can enjoy free posting as well after your profile is verified by Admin. Validity for each free post is 30 days</p>
4.	<p>Does advertiser need to utilise an extra tokens to advertiser and sell their product?</p> <p>No token will be deducted from the advertiser account for posting on BUYSSELL during this promotion period.</p>
5.	<p>How does Advertiser receive payment from buyer?</p> <p>Payment arrangement must be agreed between buyer and seller on the products that they are posting. Yellow Pages is not responsible for any payment between seller and buyer.</p>
6.	<p>Will Yellow Pages be providing the delivery service?</p> <p>Delivery arrangement to be arranged by both seller and buyer. Yellow Pages is not responsible for any delivery service between seller and buyer.</p>
7.	<p>Can advertiser edit the BUY/SELL post after published it?</p> <p>Advertiser may perform free Editing within 24 hours upon publishing of their post.</p>
8.	<p>Why advertiser do not see their post after submission?</p> <p>Yellow Pages will publish the post once the company profile or individual profile is verified. Yellow pages admin will validate the profile and approve the posts within 1 to 2 working days.</p>
9.	<p>Can advertiser sell any products, pre-loved, secondhand, brand new, retail product?</p> <p>Yes, you may sell any brand new or pre-loved products as long as it is compliance with our Advertising Agreement Terms & Conditions.</p>

BUYER (TO BUY)	
1.	<p>Do buyers need to register on Yellow Pages to see the product catalogue?</p> <p>Any visitors can view the list of products on BUYSELL, however only users who registered with Yellow Pages may log in to your account and submit your interest to seller through online enquiry form.</p>
2.	<p>If buyer wish to purchase the goods from merchant, what he needs to do?</p> <p>Any buyer may contact merchant directly through Call / SMS / WhatsApp or send online enquiry form by clicking "Make Offer".</p>
3.	<p>How do I make payment to seller?</p> <p>Payment method is agreed between you and seller. You may contact seller directly for payment arrangement. Yellow Pages is not responsible for any payment between seller and buyer.</p>
4.	<p>How about delivery of the product or services? Delivery arrangement will be agreed by both seller and buyer too. Yellow Pages is not responsible for any delivery service between seller and buyer.</p>

Frequently Asked Questions (FAQ) for JOB

ADVERTISER (HIRING)	
1.	<p>What is new about job?</p> <p>Company is now able to post job vacancies in Yellow Pages for FREE and allow candidate to start applying their dream job.</p> <ol style="list-style-type: none"> 1. Easy creation and update of online profile 2. Instant online application to local job opportunities 3. Tracking of job applications and application status
2.	<p>How do Company publish their job advertisement?</p> <p>Sign up for an account if have not done so and click on post ad.</p> <p>Log in to 'Advertiser Manager' or activate advertiser profile if logging in for the first time.</p> <p>Select JOB in post type and fill in the information.</p>
3.	<p>Does advertiser need to pay or utilise an extra token to advertise their job?</p> <p>Currently all job post is free. There is no charges or token to be deducted from your advertising package.</p>
4.	<p>Can advertiser edit the JOB post after published it?</p> <p>Advertiser may edit their post within 24 hours at no cost upon publishing their post. After 24 hours, charges may apply.</p>
5.	<p>Why advertisement is not published after submission?</p> <ul style="list-style-type: none"> ▪ Probably the advertisement is pending at checking by Yellow Pages team. <p>or</p> <ul style="list-style-type: none"> ▪ The advertisement is not approved because it did not adhere to our Rules of Advertising. Please check email sent by Yellow Pages. Instructions is sent to you on how to re-post the advertisement.
6.	<p>How much do Yellow Pages charge when a candidate is hired?</p> <p>Yellow Pages do not take any commission when candidate is hired, we are only providing a platform for company to execute search of the best talent.</p>

JOB APPLICANT	
1.	<p>What is new about job?</p> <p>Simply create a free user account on Yellow Pages and start applying to your dream job!</p> <p>We provide</p> <ol style="list-style-type: none"> 1. Easy creation and update of your online profile 2. Instant online application to local job opportunities
2.	<p>How do I upload my job profile?</p> <ol style="list-style-type: none"> 1. You must register an user account with Yellow Pages. 2. Log in to Yellow Pages profile page and select “edit resume” 3. Fill in all personal info and upload the latest resume/CV. 4. Then Submit.
3.	<p>How do I apply for Yellow Pages JOB?</p> <p>To apply:</p> <ol style="list-style-type: none"> 1. Log on to your Yellow Pages account. 2. Search for relevant jobs and click on the Position Title to view the job advertisement. 3. Click on the ‘Apply Now’ button located at the bottom of the job advertisement to submit your application. 4. Your Profile and the uploaded resume (if available) will be sent to the employer for processing.
4.	<p>What do Employers see on my profile?</p> <p>The information Employers have access to when you create an account on Yellow Pages. Name, Email Address, Contact Number, Application Date.</p> <p>If you are using your Yellow Pages generated resume, the Employer will be able to see any information that you provided.</p> <p>If you have uploaded your resume, the Employer will have access to the document and all information that you have written on the resume.</p> <p>Employers are not able to see other jobs you have applied for or any notes that you may have in your account.</p>
5.	<p>What happen if I’m shortlisted, will I be notified by Yellow Pages on success application?</p> <p>The employer will contact you directly if you are shortlisted for an interview. Before you apply, ensure that your Profile is completed and ready for job application.</p> <p>Do approach the employer directly if you wish to follow up on your application.</p>
6.	<p>Can I view application history?</p> <p>You will be able to view all applications in MyYP dashboard.</p> 

To check your application status:

1. Login to your account
2. Go to MyYP
3. Select "Job Application"