



<p><b>FAQ</b></p> <p>Please read and understand this FAQ. Seek assistance from Alliance Bank Malaysia Berhad if you need further clarification on any part of this document or the terms used.</p>	<p><b>Alliance BizSmart® QR Soundbox</b></p> <p>Acquiring Bank: Alliance Bank Malaysia Berhad</p> <div>  <b>ALLIANCE BANK</b>  </div>
<p><b>FAQs about Alliance BizSmart® QR Soundbox</b></p> <p><b>1. What is the Alliance BizSmart® QR Soundbox?</b></p> <p>The Alliance BizSmart® QR Soundbox is a device that provides audio and visual alerts for successful payments received via Alliance Bank's BizSmart® QR. It announces the transaction amount in your selected language and displays it on-screen, helping to verify payment accuracy and prevent fraud such as fake payment screen scams.</p>	
<p><b>2. What languages are supported by the Alliance BizSmart® QR Soundbox?</b></p> <p>The Alliance BizSmart® QR Soundbox supports payment announcements in Bahasa Malaysia, English, or Mandarin.</p>	
<p><b>3. How do I subscribe to the Alliance BizSmart® QR Soundbox?</b></p> <p>To subscribe, you must first be enroled in the Alliance BizSmart® QR service:</p> <ol style="list-style-type: none"> <li>Download the Alliance BizSmart® QR Application Form from the Alliance Bank website.</li> <li>Submit the completed form to your nearest Alliance Bank branch or email it to <a href="mailto:bbcc@alliancefg.com">bbcc@alliancefg.com</a>.</li> <li>Upon receiving the Alliance BizSmart® QR Merchant Registration email, <b>Tech Hunter Global Sdn. Bhd. (PayHunter)</b> (+6013 828 8799) will contact the Administrator within 3 working days for the Alliance BizSmart® QR Soundbox arrangement.</li> <li>All payments are to be payable to our Soundbox partner - <b>Tech Hunter Global Sdn. Bhd. (PayHunter)</b></li> </ol>	
<p><b>4. Who is Tech Hunter Global Sdn. Bhd. (PayHunter)?</b></p> <p><b>Tech Hunter Global Sdn. Bhd. (PayHunter)</b> is an authorised partner for the Alliance Bank BizSmart® QR Soundbox. Please note that Alliance Bank does not directly sell, deliver, or provide technical support for the Alliance BizSmart® QR Soundbox. All matters related to Alliance BizSmart® QR Soundbox delivery, setup, and maintenance are handled by <b>Tech Hunter Global Sdn. Bhd. (PayHunter)</b>.</p>	
<p><b>5. How long does delivery of the Alliance BizSmart® QR Soundbox take?</b></p> <p>The delivery of the Alliance BizSmart® QR Soundbox is within 10 working days, depending on the location. Please note that Alliance Bank is not responsible for any delays or issues related to the delivery of the Alliance BizSmart® QR Soundbox.</p> <p>For any delivery-related enquiries, please contact <b>Tech Hunter Global Sdn. Bhd. (PayHunter)</b> at:</p> <div> <p>Contact Number: +013-828 8799</p> <p>Operating Hour(s): Monday – Friday, 8:30 AM – 5:30 PM</p> <p>Email: <a href="mailto:enquiry@payhunter.com.my">enquiry@payhunter.com.my</a></p> </div>	
<p><b>6. What is included in the delivery package?</b></p> <ul style="list-style-type: none"> <li>1 x Alliance BizSmart® QR Soundbox</li> </ul>	

- 1 x USB charging cable
- 1 x Alliance Bank Acrylic board with Alliance BizSmart® QR Code
- 1 x User Guide
- (Optional) 1 x SIM card with 1-year data plan

**7. Does the Alliance BizSmart® QR Soundbox require an internet connection?**

Yes, an internet connection is required. You can connect the Alliance BizSmart® QR Soundbox via: -

- Wi-Fi; or
- Mobile network data (using a SIM Card)

For step-by-step instructions, please refer to the Alliance BizSmart® QR Soundbox user manual included in the delivery package.

**8. Can I transfer my Alliance BizSmart® QR Soundbox to a third party?**

No, the Alliance BizSmart® QR Soundbox is not transferable.

**9. Can I use the Alliance BizSmart® QR Soundbox for other DuitNow QR service providers?**

No, the Alliance BizSmart® QR Soundbox is only compatible with Alliance Bank BizSmart® QR. It cannot be used for other DuitNow QR service providers.

**10. Is there a warranty coverage for the Alliance BizSmart® QR Soundbox?**

Yes. There is a hardware warranty for up to 12 months from the date of first usage of Alliance BizSmart® QR Soundbox. The warranty does not cover physical damage arising from:

- Moisture or liquid penetration
- Wear-and-tear, damage arising from a fall, misuse of the device, etc.
- Unauthorised intervention, such as repair or modification performed by an unauthorised party.

Please contact **Tech Hunter Global Sdn. Bhd. (PayHunter)** for assistance with further details of the Alliance BizSmart® QR Soundbox warranty.

**11. How do I claim the Alliance BizSmart® QR Soundbox warranty?**

To initiate a warranty claim for your Alliance BizSmart® QR Soundbox, please contact **Tech Hunter Global Sdn. Bhd. (PayHunter)**:

Contact Number: +013-828 8799  
Operating Hour(s): Monday – Sunday, 8:30 AM – 5:30 PM  
Email: enquiry@payhunter.com.my

**12. I am still facing issues with my Alliance BizSmart® QR Soundbox. What should I do?**

Please contact **Tech Hunter Global Sdn. Bhd. (PayHunter)** for assistance:

Contact Number: +013-828 8799  
Operating Hour(s): Monday – Friday, 8:30 AM – 5:30 PM  
Email: enquiry@payhunter.com.my

***13. Can I return the Alliance BizSmart® QR Soundbox for a refund if I am no longer using it?***

The Alliance BizSmart® QR Soundbox is non-returnable, non-refundable and non-transferable once purchased.