



Dear ESTEEM 11 Users,

Date: 11 March 2022

All Esteem 11 Subscription Licenses are under **free Subscription Dongle Protection Plan (SDPP)** specially designed for you. The idea is simple; we will give you a replacement dongle should you lose. This is an insurance on your dongle especially, with your staffs sharing and passing around the dongle in the office. The risk is increasing when your staffs need to bring the dongle outside the office for under special circumstances.

**What is covered under Subscription Dongle Protection Plan (SDPP)?**

Insurance against physical, functional defects in Esteem 11 dongle and the loss of Esteem 11 dongle.

**What is the duration of the Subscription Dongle Protection Plan (SDPP)?**

This plan will cover your dongle(s) during your Esteem License subscription period.

**What happen if your lose a dongle under SDPP?**

The first time the dongle is lost, instead of having to pay a full price for a new dongle, you can just get a replacement dongle at a nominal fee of RM 1,000 after you file a police report. Second time you lose the dongle, you can get a replacement dongle at RM1,000+5% surcharge of the purchase price. Third time you lose the dongle, you can get a replacement dongle at RM 1,000+10% surcharge of the purchase price and the plan will be terminated automatically after this replacement. Meaning, if you lost the dongle for more than 3 times, then regrettably we are not be able to service you any further under this plan.

Regards,

**Joshua Tiong(Mobile: 011-10702137)**

*Sales Executive*

## Sample Calculation of Dongle Replacement under SDPP

### Example:

ABC SDN BHD has purchased ESTEEM 11 1-Year Subscription License on 15th Nov 2022 at the price of RM 9,600. The staff has misplaced the dongle when he/she travels to a construction site in 5th Feb 2023. Under the SDPP coverage, the company can claim a replacement dongle with a fee of RM 1,000 + 6% SST (RM 1,060) after submitting a police report to declare that the dongle was lost.

On 17th Dec 2020, the dongle was stolen due to theft in the design office. Since the dongle is attached to one of the CPU and the thief steals the CPU which it attaches to. This replacement dongle is still within the coverage period by SDPP. After submitting a police report to declare that dongle is lost, the company can claim the replacement dongle with the fee as shown:-

Standard Replacement fee RM 1,000.00

It is the 2nd time the dongle was lost, a 5% surcharge is applicable in this case;  $RM\ 9,600 \times 5\% = RM\ 5,400.00$  Total cost is therefore RM 1,480.

After SST, the final cost will be **RM 1,568.80**

### FAQ

1) What should I do if I found the lost dongle after getting a replacement?

*You must inform us immediately. Continue using the dongle which already declared lost is illegal.*

2) What happen if my dongle malfunctioned or damaged during the SDPP period?

*We will replace it with a new dongle FREE of charge after receiving the malfunctioned or damaged dongle from you.*