



Dear ESTEEM 9/10 Users,

Date: 23th Dec 2022

To protect your company's investment, we decided to launch a **Dongle Protection Plan (DPP)** specially designed for you. The idea is simple; we will give you a replacement dongle should you lose it if you subscribe to this plan. This is akin to buying an insurance on your dongle, so that you can have a peace of mind when 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 the premium and the duration of DPP 23?**

The premium for this plan is **RM 1,500 +6%SST** per dongle for **3 years** protection. This plan will cover your dongle(s) from **1st Jan 2023 to 31st Dec 2025**.

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

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 your 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.

**What is the methodology used to protect the dongle?**

Under the DPP, your dongle will never be activated to permanent. We will email to you a timer activation application to enable the dongle functions for 1 year only. The next batch of timer activation application will be emailed to you 10 days before the expiry of dongle. Generally you will receive 3 times email activation application throughout the DPP period, that is in Jan 2023, Jan 2024 & Jan 2025. If the dongle get stolen, it will expire eventually and cease to function automatically.

**How to subscribe to DPP 23?**

You shall email to **esteemdpp@gmail.com** the completed form (page 2 of the DPP Renewal Notice 2023) together with the payment slip before **23 December 2022**. We will email the first batch of timer activation application during January 2023, **Invoice (PDF Format) will be issued upon receiving of your DPP Subscription Form**.

**What is the next if you didn't subscribe to DPP23?**

If you are not interested to subscribe to DPP, we will email to you an onetime "Permanent Activation" one week before the dongle expiry date or immediately upon your request. Once the dongle has been converted to permanent, there is no way to re-activate it back to timer based dongle and thus it will not cease functioning if it get stolen. In this case, we strongly advise you to purchase your own protection plan from insurance companies as we will no longer offer DPP to any permanent dongle.

**Note: If you upgrade to Esteem 11, then you can get Free DPP for Esteem 11 dongle until 31<sup>st</sup> Dec 2024**

Feel free to contact me if you require further details. Thank you.

Regards,  
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