

UEM Sunrise - HomeClick

Frequently Asked Questions (FAQ)

1. **How do I reserve a unit with UEM Sunrise – HomeClick?**
Please follow our step-by-step tutorial video.
2. **Who is eligible to register for an account?**
Any Malaysian individual age 18 years and above.
3. **Can I register an account with 2 names?**
Each individual shall only be allowed to register one account.
4. **Who is eligible to reserve a unit?**
Anyone age 18 years and above and a Malaysian citizen.
5. **What personal information is required to reserve a unit with HomeClick?**
A clear image of your NRIC, Mobile phone number and a valid email address.
6. **Can I use different name to create an account and reserve a unit?**
No. The name used to register the account will be used for the reservation of the unit.
7. **Can I change my unit after reservation?**
Yes. You may contact our sales representative for assistance.
8. **Will my data be protected?**
Yes, we have a high level of privacy protection policy for UEM Sunrise. Kindly refer to this link: <https://www.uemsunrise.com/privacy-notice>
9. **Can a non-Malaysian reserve a unit with UEM Sunrise – HomeClick?**
Yes, for units with price above RM 1,000,000 (Kuala Lumpur) or RM 2,000,000 (Selangor).

For more information on the regulation, kindly refer to <https://www.iproperty.com.my/guides/foreigners-buying-property-malaysiacompleteguide-12332>. For now, HomeClick is only for Malaysian citizen as all products offered is below the threshold price for foreigners to purchase.

10. **Do I need to pay booking fee for reserving a unit with UEM Sunrise – HomeClick?**
No payment is required when you reserve a unit on HomeClick.
11. **Do I need to pay any additional fees / payment to purchase a unit?**
Yes, our sales representative will be able to advice on the relevant payment for any purchase of a unit.

12. Is HomeClick supported on mobile devices?

Yes, HomeClick is mobile-friendly, but for the best experience, we recommend using a desktop.

13. Can I schedule a visit to the sales gallery before making a reservation?

Yes, you may arrange a visit to our sales gallery before reserving a unit.

14. Is all UEM Sunrise projects available for HomeClick reservations?

Currently, only *Residensi ZIG*, *The Connaught One* and *Aspira Hills 3b & 4* and *Intrika series* are available for HomeClick reservations.

15. Can I do multiple reservations via UEM Sunrise – HomeClick?

No. Only 1 reservation per project is allowed for UEM Sunrise – HomeClick reservation. If you are interested to reserve another unit, our sales representative will be able to assist you.

16. How do I know if my reservation is confirmed?

You will receive a confirmation email, at the same time, our sales representative will be contacting you to guide you on the whole process.

17. How long can I hold my reservation?

Reservations can be held for up to 3 days.

18. What should I do if I encounter an error during the reservation process?

You may contact your assigned sales representative or our friendly customer call centre through +6016-2999333 for assistance.

19. Can I cancel my unit after reservation?

Yes. You may contact the sales representative for assistance.