



Dear ESTEEM 11 Users,

Date: Wednesday, January 10, 2024

To protect your company's investment, we decided to launch a **FREE Dongle Protection Plan (DPP-F26)** 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 having an insurance on your dongle, so that you can have a peace of mind when your staffs are sharing and passing around the dongle in the office. The risk is increasing when your staffs need to bring the dongle outside the office under special circumstances.

#### **What is the duration of DPP-F26?**

This plan will cover your dongle(s) from **now to 31st Dec 2026**.

#### **What happen if you lose a dongle under DPP-F26?**

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 software price. Third time you lose the dongle, you can get a replacement dongle at RM 1,000+10% surcharge of software 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. The dongle will be first extended to 31<sup>st</sup> Jan 2025. Subsequently 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 14 days before the expiry of dongle. Generally, you will receive 3 times email activation application throughout the DPP period, that is in Jan 2024 & Jan 2025 & Jan 2026. If the dongle gets lost/stolen, it will expire eventually and cease to function automatically.

#### **How to subscribe to DPP-F26?**

You are automatically subscribed to **DPP-F26** for your new Esteem 11 license when you invest in that new license or you are actively subscribed to Esteem software maintenance.

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

If you are not interested to subscribe to DPP, we will email you a one-time "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 gets 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. Feel free to contact me if you require further details. Thank you.

Regards,

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## **Sample Calculation of Dongle Replacement under DPP**

### **Coverage period from now to 31st Dec 2026**

ABC SDN BHD has purchased ESTEEM11(PU. The staff has misplaced the dongle when he/she travels to a construction site in 5th Feb 2024. Under the DPP 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 2024, 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 DPP. 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;  $RM\ 88,000 \times 5\% = RM\ 4,400.00$  Total cost is therefore RM 5,400.00 excluding SST

## **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 DPP period?

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

3) What happen after 31st Dec 2026?

*Our company will review the policy and inform you accordingly.*