



Dear ESTEEM 11 Users,

Date: Wednesday, April 30, 2025

To protect your company's investment, we decided to launch a **FREE Dongle Protection Plan (DPP-F26)** specially designed for your Esteem 11 standalone dongle perpetual license. The idea is simple: we will give you a replacement standalone dongle (which is linked to your Esteem license) 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 Esteem 11 standalone dongle(s) until **31st Dec 2026 (KL Time)**.

### **What are the benefits for Esteem dongle(s) protected by DPP-F26?**

#### **1. Free Replacement for Malfunctioned Esteem Dongle License**

Acquiring a free new Esteem standalone dongle license if the dongle is malfunctioned, thus regaining access to the Esteem software that was previously provided by that malfunctioned dongle(s)

#### **2. Significantly Discounted Replacement for Lost Esteem Dongle License**

Dongle losses covered under DPP-F26 are only considered during the plan's duration [until **31st Dec 2026 (KL Time)**]. The replacement terms are as follows:

- **First Esteem Dongle Loss:** Replace the dongle for RM 1,000 plus SST, with a police report.
- **Second Esteem Dongle Loss:** Replace the dongle for RM 1,000 plus a **5% surcharge** of the software price (plus SST).
- **Third Esteem Dongle Loss:** Replace the dongle for RM 1,000 plus a **10% surcharge** of the software price (plus SST). After the third loss, the plan will be **terminated automatically**.

**Cycle Reset:** Renewing your DPP subscription resets the dongle loss count to zero.

### **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 your Esteem standalone dongle perpetual license to DPP-F26?**

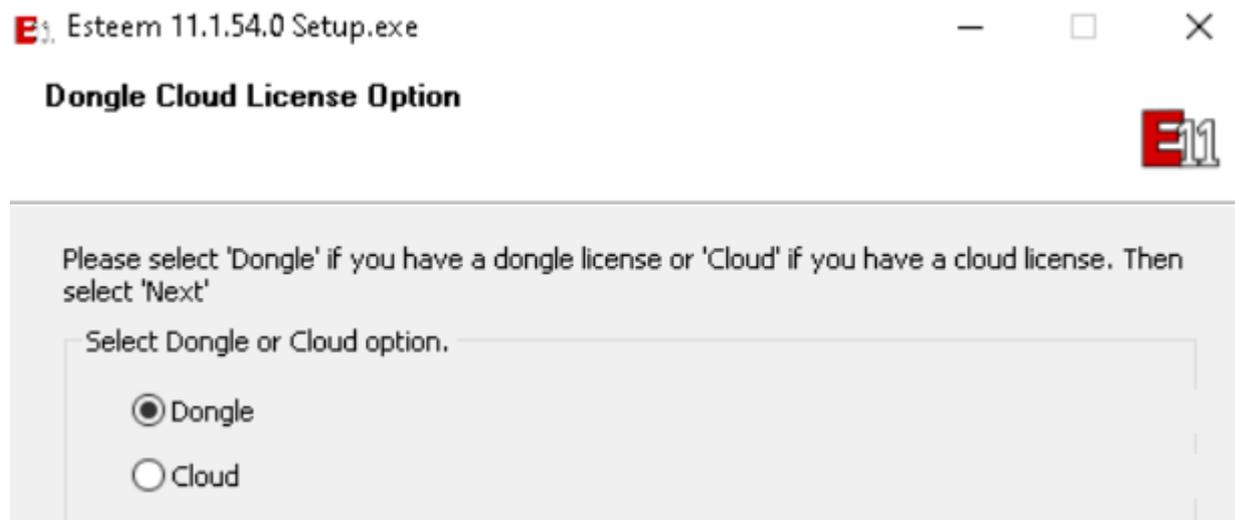
Your Esteem 11 standalone dongle perpetual license(s) are automatically enrolled in DPP-F26.

**Note for Esteem 9 or Esteem 10 Standalone Dongle Users/Licensees:** If your standalone dongle perpetual license is not protected by our Dongle Protection Plan, we recommend upgrading your **Esteem 9 or Esteem 10 standalone dongle perpetual license to Esteem 11**. This ensures continued access to Esteem software through your standalone dongle by automatically enrolling it in DPP-F26.

Have questions or inquiries about acquiring an Esteem 11 standalone dongle perpetual license, please reach out to our designated contact person, Joshua, via Mobile/WhatsApp at [+601110702137](tel:+601110702137) or email at [joshuationg@esteemsoft.com.my](mailto:joshuationg@esteemsoft.com.my).

## **What About Downtime for Esteem 11 While Waiting for a Replacement Dongle?**

If your **Esteem standalone dongle perpetual license** is subscribed to software maintenance, we can provide you with an **Esteem 15-Day Emergency Cloud License** to ensure uninterrupted access to Esteem software during the downtime.



**Eligibility:** Share your Esteem standalone dongle perpetual license details with us to verify its active subscription to software maintenance.

**Request Process:** Provide us with your preferred email address by contacting us via:

- Email: [support7@esteemsoft.com.my](mailto:support7@esteemsoft.com.my)
- Mobile/WhatsApp: [+603-8076 2788](tel:+603-80762788)

**Delivery:** Once verified, we will issue a **temporary Esteem 11 license** linked to your email address. You will receive an email with all the necessary information, including:

- Esteem cloud license installation file
- Relevant setup instructions and details

**Dongle Delivery Timeframe:** within 2 - 3 business days for West Malaysia; within 3 - 5 business days for East Malaysia.

### **What is next if you unsubscribe from DPP?**

If you are not interested in subscribing 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,

**Joshua Tiong**

Sales Executive

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## **Sample Calculation of Dongle Replacement under DPP-F26 Coverage period from now to 31st Dec 2026**

ABC SDN BHD has purchased ESTEEM11(PU) Integrated Total Solution Software. The staff has misplaced the dongle, when he/she travels to a construction site on 5th March 2024. Under the DPP-F26 coverage, the company can claim a replacement dongle with a fee of RM 1,000 + 8% SST (RM 1,080) 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, while the dongle is attached. 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 X 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.*