

imagineGO Discontinuation

What is happening to imagineGO App?

To improve customers' digital experience, our imagineGo Mobile app is undergoing system improvements, and will not be accessible starting 9th November 2023.

Stay tuned on our social media for what's next!

How can I pay my bills?

You can make bill payments for Broadband / Mobile through:

- 'imagineGo Web' or 'imaCare' on our website at www.imagine.com.bn.
- BIBD Mobile App or visit our nearest 'Imagine Centre' or
- At any Incomm store

Can I still use the old imagineGO App?

No, customers are advised to uninstall the app as it will no longer be accessible after 9 November 2023.

Can I make payment with bank app or any non-imagine channel?

Yes. Any payments made via the channels listed below will be reflected in your bill after 3 working days.

- Banking Apps (BIBD, SCB, TAIB, Baiduri)
- My Bill payment
- Incomm Branches
- Cash Deposit Machines (CDMs)

I've just made payment via imaCare/imagineGO Web. When can I expect it to reflect on my bill?

For payments made via our channels, changes would be reflected on imagineGO Web under 'Bills & Payment'. Customers will be able to view the changes in their next month's bill statement.

Where can I buy top-ups?

For Wish Prepaid:

- imagineGo Web (Under 'Overview', 'Add Top-Up')
- Authorised Reseller (*Top-up Card*) <https://imagine.com.bn/terms/authorisedresellers/>
- Banking Apps (BIBD)
- imagine Centres

Where can I buy data boosters?

For Dream Broadband:

- imagineGo Web (*Under Overview, Add Boost*)
- imaCare (*Click on Top-Up & Booster*)
- imagine Centres

For Wish Postpaid:

- imagineGo Web (Under 'Overview', 'Add Boost')
- imagine Centres

For Wish Prepaid:

- imagineGo Web (Under 'Overview', 'Add Top-Up')
- SMS Booster 39998

Can I still register for the imagineGO service?

Yes, new customers can register for the imagineGO service on the web portal.

I forget my User ID. How can I retrieve it?

Your user ID is your registered email address with imagine. Customers can call Talk2Us at 111 and go through verification. After that, their registered email will be shared.

I forget my Password. Where and how to retrieve my password?

To reset your imagineGO password, customers can click on the "Forgotten Password" link on the imagineGo Web Portal. They can follow the instructions and have their password reset.

What will happen to the imagineGO App on the Apple App Store and Google Play Store?

The application will be removed from both platforms.

How can I find my payment receipt?

On the imagineGo Web portal, you will be able to view the summary of payments made by clicking on 'Payments' tab under 'Bills & Payment'.

Note: You should also receive a SMS notification from your bank regarding successful payment.

On the imaCare portal, upon successful payment, you will receive a Payment Receipt and E-mail summary, as shown below.

Bill Payment Portal

Payment successful!

Reference No.:	BPP1234567
Account No.:	12345678
Service No.:	740XXXX
Bill Amount Paid (BND):	\$10.00
Payment Date:	13 Nov 2023 10:08:54

Thank you for your bill payment.

If you would like to contribute to our A-Dollar-A-Cheer campaign, please click [here](#). Thank you for your generosity!

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BPP1234567 - Bill Payment Acknowledgement



Imagine Sdn Bhd <no-reply@imagine.com.bn>
to me ▾



Hello Ima,

Your Bill Payment is successful and payment made has been received in good order, see below for more details.

Payment Details

Reference No.: BPP1234567
Account No.: 12345678
Service No.: 740XXXX
Bill Amount Paid (BND): \$10.00
Date of Payment: 13 Nov 2023 10:08:54

Thank you & Stay Safe,
Imagine Sdn Bhd