

## **MY30 PLUS30 CAMPAIGN**

**21 December 2020 – 31 March 2021**

### **FREQUENTLY ASKED QUESTIONS (FAQ)**

#### **Q1. What is MY30 Plus30, Buy 1 Free 1?**

A1. The 'My30 Plus 30, Buy 1 Free 1' is a campaign open to Malaysian Citizens who purchase a My30 Unlimited Pass ("**My30 Pass**") within the campaign period and will then be automatically eligible to redeem a One (1) Month Unlimited My30 Pass for **Free** ("**Free My30 Pass**")

#### **Q2. When can I enjoy this offer?**

A2: Campaign Period: 21 December 2020 – 31 March 2021

Redemption Period: 15 January 2021 – 31 March 2021

#### **Q3. What do I need to do to be eligible for the Free My30 Pass?**

A3: You will need to purchase a My30 Pass at **any Rapid KL** (LRT/MRT/Monorail/BRT) **Customer Service Counters** and/or **selected Rapid KL bus hubs** (Pasar Seni, Seksyen 2 Shah Alam, Sri Nilam, Greenwood, KLCC, Pearl Point, Puchong Utama, Sunway Pyramid).

Upon successful purchase of the My30 Pass, you will need to scan a QR Code available on all MY30 PLUS30 campaign posters and are required to fill in your personal information. Upon completion, you will receive a unique code voucher for the Free My30 Pass via registered email.

You must then proceed to the selected station to redeem the Free My30 Pass by presenting a printed copy of the email that includes the unique code voucher for the Free My30 Pass, receipt and MyKad for Rapid KL verification. Redemption period is 15 January – 31 March 2021.

Kindly note that the redemptions of the Free My30 Pass is **limited to 8,333 redemptions** and is based on first come first serve basis (while stocks lasts).

This campaign will end once the total redemption has reached its limit (8,333 passes), or expiration of Campaign Period, whichever comes first.

#### **Q4. Can I redeem the Free My30 Pass more than once?**

A4. No. One (1) redemption is valid for one (1) time – per user only.

#### **Q5. Where can I utilise this MY30 PLUS30 offer?**

A5. Once you have successfully redeemed the Free My30 Pass, you may use it on all the LRT/MRT/Monorail/BRT lines/network and Bus routes within **Klang Valley** only. **This My30 Plus30 offer is not applicable in Pulau Pinang/Kuantan.**

#### **Q6. I am an existing My30 user, can I enjoy this offer?**

A6. Yes, existing My30 users who purchase/renew and redeem within the campaign period can enjoy this offer. *Limited to 8,333 redemptions- on first come, first served basis*

**Q7. Can I give my Free My30 Pass voucher to someone else?**

A7. No. The Free My30 Pass Vouchers are non-transferable.

**Q8. Can existing My30 users who activated auto-renewal function participate in this campaign?**

A8. Yes, but users need to de-activate the automatic renewal function at any Rapid KL Customer Service Counter or Bus Hubs first. Our Rapid KL personnel will assist you.

**Q9. If my existing My30 Pass is still active, can I redeem the Free My30 Pass?**

A9. Yes, you may **redeem** the Free MY30 Pass voucher, seven (7) days before or seven (7) days after expiry. The validity period of the Free My30 Pass is 30 consecutive days (including weekends). Your **activation** date can only start once your current MY30 Pass is expired and must be within 30 days from issuance date. You can choose to set the first date of your pass during purchase with the Station Officer, or you can leave it open, and the first tap at the rail fare gate or bus reader will be the first date of your pass.

**Q10. Am I able to redeem the Free My30 Pass if I do not produce my IC, receipt and a printed version of the Free My30 Pass sent via email (which includes the unique voucher code)?**

A10. No, you may not. You will need to bring the printed email together with your MyKad and receipt of initial My30 purchase for verification purposes and in order for you to redeem the Free My30 Pass.

**Q11. When should I renew my My30?**

A11. You must renew your My30 Pass seven (7) days before or seven (7) days after its expiry.

**Q12. When do I need to activate the Free My30 Pass once the redemption has been made?**

A12. You are required to activate the Free My30 Pass within 30 days from issuance date and within the campaign period.

**Q13. How would I know my Income Range?**

A13. Please refer to the chart below

Household Group	Income Range (RM)
B40	< RM 2,500 – RM 4,849
M40	RM 4,850 – RM 10,959
T20	RM 10,960 - > RM 15,000

**Q14. What is the MyKad MFG Serial Number?**

A14. It is the Serial Number stated in your Receipt during purchase.

Example:

```
Date:15/12/2020 17:50:31
Job: 1 Batch: 127
SPID:20 LOCID:610 TERMID:PD1
Receipt No: 20510PD120120012700056
Payment Mode :Card
Serial No : 3093149327
Card Expiry : 24/02/2028
```

**Q15. Will I be able to get a refund of the Free My30 Pass if my MyKad is lost or damaged?**

A15. Once the Free My30 Pass has been redeemed and your MyKad is lost, spoilt, damaged, broken, faulty and unreadable; no refund, reimbursements or appeals will be given or entertained.

**Q16. Can someone else redeem the Free My30 Pass on my behalf?**

A15. No, you will need to be physically present and produce the printed copy of the email that includes the unique code voucher, original receipt and your MyKad for verification.

**Q17. What happens if I am having general problems with my redemption during registration?**

A17. If you are having a general problems i.e unable to register, please email us at [suggest@rapidkl.com.my](mailto:suggest@rapidkl.com.my) and we will assist you accordingly.

**Q18. What do I do if I registered my information, but have yet to receive an email (that includes the unique code voucher) for the Free My30 Pass Voucher?**

A18. If you are facing any issues such as not receiving any email notification (that includes the unique code voucher), please email us at [suggest@rapidkl.com.my](mailto:suggest@rapidkl.com.my) and we will assist you accordingly.

**Q19. What if I do not have any email address?**

A19. You will not be able to register and not be eligible to participate in this campaign.

**Q20. What should I do if I wrongly key in my email address/MyKad No/ MyKad MFG Serial Number or other details?**

A20. Please email us at [suggest@rapidkl.com.my](mailto:suggest@rapidkl.com.my) and we will assist you accordingly. If the details do not match during the redemption and verification process, you will not be issued the Free My30 Pass.

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For more information and enquiries, please **Email** us at [suggest@rapidkl.com.my](mailto:suggest@rapidkl.com.my) or **Contact Us** at 03 – 7885 2585 on Mondays to Fridays, from 7am to 8.30pm, Saturdays to Sundays and Public Holidays from 7am to 5:30pm.