

Product Name : My30

Product Description : Rapid KL 30 Days Unlimited Travel Pass

Product Availability : 1st January 2021

Introduction : Rapid KL wants to introduce My30 Unlimited Travel Pass for a 30-day period to all Malaysians. This pass was sold from 15th June 2020 until 31st December 2020 and has been extended to 2021 following the announcement of 2021 Budget. When My30 Pass was first introduced, it offers unlimited travel on Rapid KL network services only, however, starting from 1st January 2021, My30 has continued with its extension to Rapid Kuantan and Rapid Penang. With as low as RM1 per day, My30 pass is giving more saving to your pockets.

1. What is My30 and what are its benefits?

My30 is introduced to mitigate the impact of COVID-19 among passengers. Similar as My100 pass mechanism, My30 offer unlimited rides on Rapid KL rail and bus network in Klang Valley for 30 consecutive days. As it is not based on calendar days, you will have the opportunity to purchase the pass at any time of the month. You can travel multiple times in a day on any Rapid KL rail or bus network, with your fare capped at the fee of RM30.00 for 30 days for unlimited rides on the LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus services. My30 is only sold or activated via MyKad or MyTentera with Touch 'n Go function, or MyRapid concession cards for students below the age of 12.

On 6th Nov 2020, it was announced that My30 will be extended to Rapid Kuantan and Rapid Penang through 2021 Budget, starting from 1st January 2021 – 31st December 2021.

2. How many types of passes do you offer?

Starting from 1st January 2021, My30 Pass offers unlimited rides on all services operated by Rapid KL e.g., LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus across Klang Valley area with RM30 for 30 consecutive days. My30 Pass for Rapid Kuantan and Rapid Penang are My30 Lestari Pass and My30 Mutiara Pass, respectively.

3. What are the eligibility criteria for me to purchase My30?

You must be a Malaysian citizen with a valid MyKad or MyTentera, to be eligible to purchase the product.

4. How long My30 will be available?

The product is available for purchase from 1st January to 31st December 2021.

5. Where can I purchase My30?

You can purchase My30 from the Rapid KL, Rapid Kuantan, and Rapid Penang Customer Service Office at:

- a) all LRT stations

- b) all MRT stations
- c) all Monorail stations
- d) all BRT stations
- e) Rapid KL bus hubs as listed below:
 - Pasar Seni
 - Seksyen 2, Shah Alam
 - Sri Nilam
 - Greenwood
 - Pearl Point
 - Puchong Utama
 - KLCC
 - Sunway Pyramid
- f) Rapid Kuantan bus hubs as listed below:
 - Hentian Bandar
 - Masjid Negeri
 - Taman Tas
 - Universiti Malaysia Pahang, Gambang
- g) Rapid Penang kiosks as listed below:
 - Komtar
 - Weld Quay (Terminal B)
 - Penang Sentral
 - Bukit Jambul
 - Ibu Pejabat Rapid Penang (Lorong Kulit)
 - Kompleks Dato' Kailan (Kepala Batas)
 - Balik Pulau
 - Bukit Mertajam

6. When can I purchase My30?

You may purchase My30 from 1st January 2021 or at any time of your convenience thereafter until 31 December 2021.

7. How do I purchase My30 at Klang Valley?

Please make sure your MyKad or MyTentera has Touch 'n Go function (mostly do, please also refer to **“Before Purchase”** section).

- i) Bring your MyKad or MyTentera to any Rapid KL Rail Customer Service Office or selected bus hubs above and reload minimum amount of RM40.00 onto your MyKad or MyTentera first. After deduction of RM0.50 reload fee, the RM9.50 will be stored in your Touch 'n Go purse value. The balance will not be deducted once your pass has been activated, unless you use it for other transactions (toll, retails outlets, parking, etc);
- ii) Do consider or decide ahead of time the date you wish to “activate” or start using the pass. My30 Pass will be activated once it touches the gate pass and will be considered as Day 1. You may also request for auto renewal at any Rapid KL Rail Customer Service Office

or selected bus hubs above. When you opt for auto-renewal of your My30, you may reload your MyKad or MyTentera Touch 'n Go at any premises or retail outlets with Touch 'n Go reload facilities in subsequent months. Kindly ensure the amount in your purse value is maintained at minimum RM35.00 for the pass to be auto renewed.

8. How do I purchase My30 Lestari Pass at Kuantan and My30 Mutiara Pass at Penang?

- i) Bring your MyKad or MyTentera to any of selected bus hubs in Kuantan or at any selected kiosks in Penang mentioned above for clarification purposes before purchasing My30 Lestari Pass for Kuantan and My30 Mutiara Pass for Penang.
- ii) Do consider or decide ahead of time the date you wish to “activate” or start using the pass. My30 Lestari and My30 Mutiara Pass will be activated once it touches the bus card reader when you are using Rapid Kuantan and Rapid Penang bus services. You may also request for auto renewal at any selected bus hubs in Kuantan only. Auto-renewal service for Rapid Penang is still unavailable. When you opt for auto-renewal, you may reload your My30 Lestari Pass at any of selected bus hubs in Kuantan. Kindly ensure the amount in your purse value is maintained at minimum RM35.00 for the pass to be auto renewed.

9. When can I start using My30?

You can start using My30 from 1st January to 31st December 2021.

10. Is there a subscription fee to My30?

There is no subscription fee for My30. You only need to pay the price of the pass, which is RM30.00. However, you still need to maintain the minimum purse value of RM5.00 in your MyKad or MyTentera Touch 'n Go.

*The minimum purse value need not be topped-up monthly unless you have used the value for other payment.

For My30 Lestari Pass and My30 Mutiara Pass users, you will be charged RM40.00 on your first purchase of the pass which is inclusive of the RM5 purchase of the card, RM5 minimum purse value in the card and RM30 charged for the My30 product.

For existing MyRapid card user, you may bring your card to change it into My30 Lestari Pass and My30 Mutiara Pass. You will be charged RM30 for the My30 product and RM5.00 for minimum purse value in the card. For the next subsequent months, you just have to pay RM30.

11. Will I be issued a new Touch 'n Go card when I purchase My30?

No. For Rapid KL users, My30 will be activated on MyKad or MyTentera only. For Rapid Kuantan and Rapid Penang, My30 product will be activated through My30 Lestari Pass and My30 Mutiara Pass, respectively.

12. Can I purchase My30 on my normal Touch 'n Go card?

No, My30 Pass is only available on MyKad and MyTentera that has Touch 'n Go function. For Rapid Kuantan and Rapid Penang, My30 can only be purchased through My30 Lestari Pass and My30 Mutiara Pass, respectively.

13. I am a student, below 12 years of age. My identity card, MyKid, is not equipped with Touch 'n Go function. How do I apply for My30?

Students below 12 years of age may first apply via online for the [MyRapid Student Concession Card](#). Upon collecting your concession card at any of the preferred station, you may purchase My30 at Rapid KL Customer Service Counter. The activation of the pass will be in your concession card. For Rapid Kuantan and Rapid Penang, students below 12 years of age can purchase their My30 Lestari Pass at any selected bus hubs in Kuantan and My30 Mutiara Pass at any selected kiosks in Penang.

14. What about other concession card holders i.e., Senior Citizens, OKU, Students above 12 years of age, can we purchase/ activate My30 using the current concession cards?

Other concession card holders must purchase My30 using MyKad/MyTentera for Rapid KL users whilst for Rapid Kuantan and Rapid Penang users, you have to purchase My30 Lestari Pass and My30 Mutiara Pass, respectively.

15. What is the validity period of My30?

The validity period is 30 consecutive days (including weekends). You can choose to set the first date of your pass during purchase, or you can leave it open, and the first tap at the rail fare gate or card reader of Rapid KL, Rapid Kuantan or Rapid Penang bus will be the first date of your pass.

16. How far in advance can I purchase My30?

You can purchase it 30 days in advance. You must activate your pass within 30 days after purchase. Failure to activate your My30 pass within the period of 30 days, your pass will automatically expired and no refund will be given.

17. Do I get further discounts if I use My30 when I ride the Rapid KL, Rapid Kuantan, or Rapid Penang services?

No, you will not receive further discounts when you ride Rapid KL, Rapid Kuantan, or Rapid Penang services.

18. Can I transfer my My30 to others?

My30 is activated in your MyKad or MyTentera, which is not transferable.

19. Do I still need to maintain the minimum purse value for my Touch 'n Go on my MyKad or MyTentera for Rapid KL and MyRapid on My30 Lestari Pass and My30 Mutiara Pass for Rapid Kuantan and Rapid Penang?

Yes, you still need to maintain the minimum purse value for your Touch 'n Go and MyRapid which is RM5.00.

20. I only use Rapid KL rail network. Is there an unlimited travel pass for rail only?

No, we do not have an unlimited travel pass which is solely for rail services only.

21. Can I use My30 at Rapid Penang or Rapid Kuantan?

Currently, if you purchase My30 in Klang Valley, it is only valid for unlimited rides on Rapid KL rail and bus network in Klang Valley. Same thing goes to My30 Lestari Pass and My30 Mutiara Pass. Both passes are only valid for unlimited rides on bus network in Kuantan and Penang only.

22. Can I use My30 at KTM Komuter or ERL?

My30 is only valid for Rapid KL network of rail and bus in Klang Valley, Kuantan, and Penang.

23. I am a subscriber (Smart 7/ Smart 30 / My100 / My50). Can I purchase My30?

You may purchase My30 only if your Smart package is activated on a generic Touch 'n Go card. If your Smart package is activated on your MyKad or MyTentera, you can only purchase My30 after your Smart 7 / Smart 30 / My100 / My50 package has expired.

24. I still have remaining days on my Smart 7/ Smart 30/ My100 / My50. Can I migrate the remaining days into the new My30?

No, you cannot migrate the remaining days of your Smart 7/ Smart 30/ My100 / My50 into your My30. You can continue using your existing pass until expired.

25. Can I terminate my Smart 7 / Smart 30 / My100 / My50 and refund it?

No, you cannot terminate your Smart 7 / Smart 30 / My100 / My50 before it expires.

26. Can I still enjoy the flat rate at Rapid KL Park n Ride facilities at LRT or MRT, after I activate My30?

Yes, you can still enjoy the flat rate at the LRT and MRT Park n Ride facilities when you take the LRT/MRT/Monorail/BRT but you must tap your MyKad or MyTentera that has been activated with My30 at the Park n Ride entry and use the same MyKad or MyTentera when you ride the train or bus.

WHAT TO DO BEFORE I PURCHASE MY30?

1. How will I know if my MyKad or MyTentera Touch 'n Go chip is functional?

You can verify its chip functionality prior to purchasing the pass by:

- Reloading it with any amount, at any Touch 'n Go reload points (petrol stations, convenient stores, Rapid KL Customer Service Counters, etc). If the reload is successful, the Touch 'n Go chip in your MyKad or MyTentera is functional; or
- Checking it at any Touch 'n Go or Rapid KL Customer Service Counter.

2. What if the Touch 'n Go chip in my MyKad/ MyTentera is not functional?

You will need to get your MyKad replaced at any National Registration Department counter (Jabatan Pendaftaran Negara) before purchasing My30.

*The replacement process for MyTentera is subject to the terms and conditions set by the Ministry of Defence, Malaysia.

3. To purchase My30, do I need to have some value in my MyKad or MyTentera for Rapid KL and My30 Lestari Pass and My30 Mutiara Pass for Rapid Kuantan and Rapid Penang?

Yes, you will need to have a minimum of RM35.00 in your MyKad/MyTentera for Rapid KL and My30 Lestari Pass and My30 Mutiara Pass for Rapid Kuantan and Rapid Penang (RM30.00 for My30 and RM5.00 for minimum purse value).

4. Will I be charged Sales & Service Tax (SST) when I purchase My30?

Sales and Service Tax (SST) will not be charged when you purchase My30 at any Rapid KL Customer Service Office counters or bus hubs, selected Rapid Kuantan bus hubs and selected Rapid Penang kiosks.

5. I have purchased the pass using my MyKad that only has one photo on the front. Should I upgrade it to the new MyKad, the one with two photos, before I start using the pass?

All MyKad with Touch 'N Go function is able to accept My30. If you have successfully purchased your My30 in your MyKad with one photo in the front, you are strongly advised to utilize the pass in the existing MyKad first, before upgrading it to the new MyKad with two photos.

WHAT TO DO AFTER I HAVE PURCHASED My30?

1. What if my MyKad / MyTentera is FAULTY AND UNREADABLE after I have purchased My30?

You need to get your MyKad replaced at any National Registration Department (Jabatan Pendaftaran Negara's (JPN) counter.

*The replacement process for MyTentera is subject to the terms and conditions set by the Ministry of Defence, Malaysia.

You can request for refund for the balance of days of your My30 by submitting your documents to My30 refund portal at www.myrapid.com.my. The balance of days will be converted into cash value. The information/ documents required for refund are:

- MyKad MFG number (can be obtained from the *Slip Pengembalian Nilai TNG* from JPN or the purchase/ renewal receipt issued by Rapid KL)
- Bank account numbers
- Bank name
- Purchase or Renewal receipt
- *Slip Pengembalian Nilai TNG* from JPN (applicable for MyKad)

*Refund request must be submitted within 3 months from date of purchase or renewal of My30

2. What if my MyKad/MyTentera, My30 Lestari Pass and My30 Mutiara Pass is FAULTY BUT READABLE after I have purchased My30?

If your MyKad/ MyTentera is faulty but readable, the balance of days of your My30 which you have purchased in the previous MyKad/MyTentera will need to be transferred into your generic Touch 'N Go card.

Once that pass has expired, you will need to purchase/ renew in the new MyKad/MyTentera that you have received from JPN.

Whilst for My30 Lestari Pass and My30 Mutiara Pass, you can use the same card if it is still readable.

3. What about the refund for my Touch 'n Go purse value?

You can contact Touch 'n Go Careline at 03 - 2714 8888 or visit any Touch 'n Go HUB to request for refund.

4. What if I lose my MyKad/ MyTentera after I have purchased My30?

You will need to make a police report and apply for a new MyKad at any Jabatan Pendaftaran Negara's (JPN) counter.

The replacement process for MyTentera is subject to the terms and conditions set by the Ministry of Defence, Malaysia.

We do not accept refund request for My30 for loss of MyKad or MyTentera.

5. Where can I get my refund for My30 from? How long will the refund process take?

The refund will be credited into your bank account based on the details given when you submit your refund request, within 30 days.

6. Can I get an immediate refund for My30?

No, you cannot get an immediate refund. This is due to the internal validation processes that will be involved in all refund requests.

7. When should I renew my My30?

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

8. How do I renew my My30?

You have 2 options:

- 1) You can personally go to any Rapid KL rail and bus Customer Service Counters, selected Rapid Kuantan Bus Hubs, and selected Rapid Penang Kiosks; or
- 2) Rapid KL and Rapid Kuantan users can activate for auto-renewal and only need to make sure the card has adequate value in the subsequent months.

9. How does the auto-renewal function work?

Auto-renewal feature is activated upon request.

Once the auto-renewal feature is activated, your My30 will be automatically renewed seven (7) days before or seven (7) days after the expiry, as long as you have sufficient amount as per the renewal price in your Touch 'n Go purse value.

For My30, the amount in the purse value must not be less than RM35.00.

The minimum balance of RM5.00 for usage at Rapid KL rail and bus services and Rapid Kuantan bus services, must always be maintained.

You can only select for auto-renewal only when you have an activation date set for your My30 and My30 Lestari Pass during your first purchase.

10. Can I de-activate the auto-renewal function? How?

Yes, you can de-activate the auto-renewal function at any Rapid KL Customer Service Counter or bus hub. Our Rapid KL personnel will assist you.

11. How do I check the balance of days of my My30?

The balance of days of your My30 will be displayed on the screen at the fare gates when you tap out from any LRT/ Monorail/ BRT station, or on the card reader when you tap out from Rapid KL bus or MRT feeder bus.

*For MRT, the expiry date of your pass will be displayed on the screen at the fare gates.

Alternatively, you can go to any Rapid KL, Rapid Kuantan, and Rapid Penang Customer Service Counter to check your balance of days.

12. Can I terminate my My30 before it expires?

No, you cannot terminate your My30 before it expires.

13. Can I renew my My30 at any Touch 'n Go Self-Service Kiosk (SSK)?

No. You can renew your My30 only at Rapid KL Customer Service Office. However, you can reload your Touch 'n Go on your MyKad at any Touch 'n Go reload points.

14. How quickly will my MyKad be replaced?

Applicants who choose to collect their MyKad at the Jabatan Pendaftaran Negara (JPN) Putrajaya Headquarters, State JPN, UTC and selected branches may do so within 45 minutes. Those who choose to collect it at any JPN branch offices in Peninsular Malaysia will be able to do so within five (5) working days. Any JPN branch offices in Sabah, Sarawak or Labuan will have the card ready for collection within seven (7) working days. This charter on issue of the

MyKad applies only to applications by Malaysian citizens and applications that have no complications. (Source: Jabatan Pendaftaran Negara)

15. Is there a fee to replace my MyKad if its physical condition is bad?

If the chip is damaged within the first year not deliberately or through misuse, a replacement card will be issued at no charge, but if the card is more than a year old, then a replacement fee of RM10.00 will be imposed. (Source: Jabatan Pendaftaran Negara)

If you have additional questions, kindly contact us at our Facebook at Rapid KL or email us at suggest@rapidkl.com.my

