

Product Name : My30

Product Description : Rapid KL 30 Days Unlimited Travel Pass

Product Availability : 15 June 2020

Introduction : Rapid KL is introducing My30 Unlimited Travel Pass to all Malaysian citizens for a limited time from 15 June 2020 until 31 December 2020. My30 will offer integrated unlimited travel on Rapid KL network services and more saving on your pockets.

1. What is My30 and what are its benefits?

My30 is introduced to mitigate the impact of COVID-19 among passengers. Similar to the 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's 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. The product is available for purchase from 15 June 2020 to 31 December 2020 in which after that, My100 and My50 will be reintroduced.

2. How many types of passes do you offer?

Starting 15 June 2020, RapidKL only offers My30 in place of the My100: the RM30.00 integrated unlimited travel pass for 30 days is for use on all rail and bus services operated by Rapid KL e.g. MRT, LRT, Monorail, BRT, Rapid KL's bus and MRT feeder bus services. The My50 unlimited travel pass for RapidKL and MRT feeder buses only will not be available for purchase. Existing customers of My50 can migrate to the My30 for a cheaper price and wider service range including the rail services.

After 31 December 2020, the My100 and My50 will be reintroduced.

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 15 June 2020 to 31 December 2020 in which after that, My100 and My50 will be reintroduced.

5. Where can I purchase My30?

You can purchase My30 from the Rapid KL Customer Service Office at:

- a) all LRT stations

- b) all MRT stations
- c) all Monorail stations
- d) all BRT stations
- e) Five bus hubs as listed below:

- Pasar Seni
- Seksyen 2, Shah Alam
- Sri Nilam
- Greenwood
- Terminal Kajang

6. When can I purchase My30?

You may purchase My30 from 15 June 2020 or at any time of your convenience thereafter until 31 December 2020 and after your existing My100/My50 has expired.

7. How do I purchase My30?

If your MyKad or MyTentera has Touch 'n Go function (most do, please also refer to “**Before Purchase**” section),

- bring to any Rapid KL Rail Customer Service Office (or selected bus hubs above) or reload earlier minimum RM40.00 onto your MyKad or MyTentera. 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);
- do consider or decide ahead of time the date you wish to “activate” or start using the pass (from 10 June 2020 onwards); and request for your pass to be auto renewed. 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. When can I start using My30?

You can start using My30 from 15 June 2020 onwards until 31 December 2020.

9. 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.

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

No. My30 will be activated on MyKad. If you are an army, it will be activated on your MyTentera.

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

No, it is only available on MyKad and MyTentera that has Touch 'n Go function.

12. 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.

13. 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.

14. 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 bus reader will be the first date of your pass.

15. 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.

16. Do I get further discounts if I use My30 when I ride the Rapid KL rail or bus services?

No, you will not receive further discounts.

17. Can I transfer my My30 to others?

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

18. Do I still need to maintain the minimum purse value for my Touch 'n Go on my MyKad or MyTentera?

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

19. 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.

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

Currently, the pass is only valid for unlimited rides on Rapid KL rail and bus network in Klang Valley.

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

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

22. 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.

23. 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.

24. 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.

25. 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.

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. Do I need to have some value in my MyKad or MyTentera Touch 'n Go for me to purchase My30?

Yes, you will need to have a minimum of RM35.00 (RM30.00 for My30 and RM5.00 for minimum purse value) in your MyKad Touch 'n Go 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.

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 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.

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 Customer Service Counters; or
- 2) You can select for auto-renewal at any Rapid KL Customer Service Counters after you have purchased and activated your My30 and reload the card with adequate value in subsequent months at any premise with TnG reload system.

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 rail and bus services, must always be maintained.

You can only select for auto-renewal only when you have an activation date set for your My30 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 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