

FREQUENTLY ASKED QUESTIONS, ANSWERS

FULLY ELECTRONIC PAYMENT FOR MRT FEEDER BUS STARTING 1st FEBRUARY 2019

1. What is cashless payment?

Cashless payment system is an electronic payment method that does not use any physical money. The transaction/payment takes place via a cashless card that you need to pre-load before using.

2. Why should I convert to cashless payment mode instead of just paying by cash? What are the benefits?

Cashless fare payment system is a faster, secure and convenient way of paying the bus fare by simply tapping your cashless card on the reader when boarding and alighting from the bus. It speeds up your time while boarding and exiting the bus.

3. Where can I get the cashless card?

We are using cashless card operated by Touch 'n Go system. You can purchase at Rapid KL customer service office located at all LRT, MRT and Monorail stations or from Touch 'n Go Hubs and selected petrol stations.

4. Can I use MyRapid Touch 'n Go card or MyKad to pay for my bus fare?

Yes. You can use a MyRapid Touch 'n Go card or MyKad to pay for your fare.

5. Where can I purchase a Touch 'n Go card?

Touch 'n Go cards can be purchased at Rapid KL customer service offices located at all LRT, MRT and Monorail stations. You can also purchase at Touch 'n Go Hubs and Touch 'n Go SPOTs at selected petrol stations.

Do note that when you purchase MyRapid Touch 'n Go card at Rapid KL customer service office, the cost is RM 15.00 (RM5.20 is card price and RM9.80 is purse value).

6. Where can I reload my card?

Reload facilities are available at all LRT, MRT, and Monorail customer service offices.

However, there is additional service fee of RM0.50 charged for each reload transaction over the counter. To avoid the additional service fee, customers can reload their card at Touch 'n Go reload kiosk at selected LRT stations, reload machines at all MRT stations, Touch 'n Go hubs, Touch 'n Go sales counter operated by Touch 'n Go.

7. How do I check the balance of my card?

You can check the card balance from all LRT, Monorail and MRT customer service offices.

You can track your card transactions from Touch 'n Go e-statement. Customer will be able to obtain their e-statement via Touch 'n Go Portal at <https://tngportal.touchngo.com.my> or download Touch 'n Go mobile application for a quick balance check.

8. Do I need to have a minimum balance in my card?

Yes, please make sure you have a minimum balance of RM3.00 purse value before board bus and RM5.00 before you ride train.

9. How do I use the card?

Simply tap your card on the Touch 'n Go reader as you board the bus and the maximum fare of the route travelled will be deducted from your card.

When you tap out your card before disembark the bus, the system automatically calculates your exact fare. This fare is displayed on the reader, and the balance is refunded into the card.

10. Can I pay for multiple passengers with one card?

No, a card can only be used by one person at any one time.

11. What if I forgot to tap out my card?

Maximum fare will be charged if you do not tap out when disembarking the bus.

12. What if I have insufficient balance in my card when I Tap In onboard bus?

The bus card reader will alert 'error' if you have insufficient balance in your card. Therefore, you won't be able to ride the bus until you reload your card.

Make sure you have a minimum of RM3.00 purse value before you Tap your card onboard bus.

13. What do I do if I lost the card or of the card is stolen?

For lost card, customers can contact Touch 'n Go Careline at 03-2714 8888, connect via Facebook and Twitter @MyTouchnGo, log on to Touch 'n Go e-Customer Service at www.touchngo.com.my.

14. What happened to my money if I lost the card?

We strongly encourage customer to register their card with Touch 'n Go when they receive it to protect the card balance.

When the card is lost, customers can contact Touch 'n Go Careline at 03-2714 8888, connect via Facebook and Twitter @MyTouchnGo, logon to Touch n Go e-Customer Service at www.touchngo.com.my for refund on the card balance.

15. I'm a senior citizen/ disabled (OKU) /student, do I enjoy the 50% discount fare?

Yes, you are eligible to enjoy the 50% discount fare. You will need to apply for MyRapid Touch n' Go Concession Card.

Online application is available at <https://www.myrapid.com.my/fares-and-payments/all-tickets/concession-cards>

16. What if I have a query with the bus transaction?

You may contact **Rapid KL Helpline at 03-7885 2585** for assistance. Details as below:

Monday to Friday: 7am to 8.30pm

Saturday, Sunday & Public Holiday: 8.30am - 5.30pm

In case you missed us during this time, you may reach us on social media channels or email to suggest@rapidkl.com.my

17. What happen when the bus card reader is faulty?

We take every step to ensure the bus reader is in good working condition before the bus is allow to operate. However, if the reader is faulty, our Bus Captain will return the bus to the depot to minimize inconvenience to our commuters.

18. What should I do if the bus card reader is faulty when I want to Tap Out?

You may contact **Rapid KL Helpline at 03-7885 2585** for refund process. Details as below:

Monday to Friday: 7am to 8.30pm

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19. What happened if I do not have a cashless card when boarding the bus?

You won't be able to ride the bus without a cashless card. Therefore, you must purchase the card at Rapid KL customer service office located at all LRT, MRT and Monorail stations or from Touch 'n Go Hubs and selected petrol stations.

20. What if the bus I was on were to break down? Do I need to Tap In again when I board the replacement bus?

Yes. You need to Tap In again when you board the replacement bus and there will not be any double-charged.

21. How does cashless reduce queues and improve on delays?

By using cashless fare payment to pay for your fare, there is no fumbling for cash, holding up the line of commuters wanting to get on the bus. Commuters can get on board the bus faster and depart on time.

22. I need time to adapt to this new cashless payment mode, do you have a grace period for the customers?

Only concession card holder will be given a grace period til 28th February 2019 to convert cashless payment system.

23. Where can I channel my feedback if I have a question about the cashless?

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