

## CONCESSION CARD ONLINE APPLICATION

### FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is Concession Card?

MyRapid TnG Concession Card is a stored value personalised smartcard for dedicated group to use for travel on RapidKL buses, LRT, Monorail, MRT and MRT feeder buses.

2. What is the benefit?

Concession Card holders enjoy 50% off the price of adult fare when they ride the LRT, Monorail, BRT, MRT, RapidKL and MRT feeder buses.

3. Who is eligible?

- Primary and secondary school students aged from 7 to 17 years old
- College/university student aged from 18 years old and above
- Malaysian senior citizens aged 60 years old and above
- Persons with disabilities

4. How do I apply?

Visit RapidKL's website at [www.myrapid.com.my](http://www.myrapid.com.my) to apply online.

The following are required for the online application: -

- a. **Colour passport size digital photo.** The photo must be
  - taken against a blue background
  - taken in school uniform for primary and secondary school student with full face from chin to crown of the head with hair neatly combed or tied up
- b. A valid and active **email**
- c. An active **phone number**
- d. A valid **credit/debit card** or access to **online banking** portal for payment of the card's fee of RM15.
- e. **MyKid** or birth certificate for primary school student aged 7 to 12 years old
- f. **MyKad** for secondary school student aged 13 to 17 years old
- g. For non-citizen private education institution/school student aged 7 to 17 years old: -
  - Valid **passport**
  - **Confirmation letter** from the institution/school. The letter must **NOT** be dated 3 months prior from date application
- h. For college/university students aged 18 years old and above
  - **MyKad**, or
  - Valid **passport** for non-citizen
  - **Student card**
  - **Confirmation letter** from college/universities
    - i. Letter must **NOT** be dated more than 3 months prior to the date of application
    - ii. Study duration (must **NOT** be less than 6 months from the date of application) must be stated clearly in the confirmation letter
    - iii. Letter must have certified true copy from university / college
  - Application open for study in Malaysia only

- i. For senior citizen aged 60 years old and above: -
    - **MyKad**
  - j. Person with disabilities (PWD)
    - **MyKad or MyKid or birth certificate**
    - **OKU card** issued by Jabatan Kebajikan Masyarakat (JKM)
5. What is the validity of the card?
- a. Student card category primary (7 – 12 years old)
    - Valid until 31 December in the year when card holders reach 12 years old
  - b. Student card category secondary (13 – 17 years old)
    - Valid until 31 December in the year when card holders reach 17 years old
  - c. College/university student card (18 years old and above)
    - Valid for one (1) year from the date of application approved
    - For renewal process,
      - Applicant must upload new confirmation letter from college/university. The letter must be dated **NOT** more than 3 months prior from the date of application
      - Study duration **NOT** less than 6 months from date of application
      - Card still **readable**
      - Following information printed on the card must still be visible:
        - Name
        - MyKad/passport number
        - Photo
        - Institution Names (school/college /university )
  - d. Senior Citizen
    - Valid for 10 years from the date of application approved
  - e. Person with Disabilities
    - Valid for 10 years from the date of application approved
6. What if I want to reload the card?
- All you have to do visit any RapidKL Customer Service counters at LRT, Monorail, BRT and MRT station to Top Up your card with minimum amount of RM10.00
  - You can also reload your cards at TnG Self Service Kiosk and Add Value Machine available at selected station.
  - Reload can also be done at any location that offers the TnG reload facilities.
7. What should I do if my card is lost / faulty?
- Simply call +603 2714 8888 or email to [careline@touchngo.com.my](mailto:careline@touchngo.com.my) which operates from 07:00 am - 10:00 pm daily including public holidays.
  - Customer can apply replacement card thru [www.myrapid.com.my](http://www.myrapid.com.my)
  - Do take note that applicant need to pay RM15 (RM5.20 for new card and RM 9.80 stored value).

#### **8. Important Notes ( Terms & Conditions)**

- New card must be collected within **30 days** from the date of notification to collect.
- The uncollected card will expire after 30 days. Customer can get refund of RM 9.80 from TNG. To re-apply, customer can do so after 30 days from the date of the previous application.
- Card is **non-transferable**.
- Card must be shown to Enforcement Officers upon request.
- RapidKL have the right to seize the card if it is found to be misused. Misuse includes used by someone other than the card holder.
- Customers can claim refund of stored value only from Touch 'n Go.
- Customers are required to maintain a minimum stored value of RM5.00 to use RapidKL services.
- Only applicant can collect their concession card, verification via original MyKad / Passport. Parents can collect on behalf for applicant under 17 years old with provide applicant original Mykad / MyKid / Passport
- RapidKL shall not be responsible for any loss and/or damage of the card how so ever caused.
- RapidKL reserves the right to update and amend the terms and conditions at any time without prior notice

## Introduction

The validity of Concession Card for College / University and Foreign students under 17 year's old is one (1) year. The expiry date is based on the date the application is approved.

You can also visit any RapidKL Customer Service counters at LRT, Monorail, BRT and selected MRT station to check your concession card expiry date.

Card renewal can only be made after the concession card has expired and not while the card is still active. For processing renewal application, card holders are required to submit supporting documents via online 14 days before the expiry date.

### A. Student Card Renewal Process

1. Visit at [www.myrapid.com.my](http://www.myrapid.com.my)
2. If you are not a member, register to become member
3. If you are already a member, please login
4. Go to Concession Registration from Menu tab and click renewal
5. Key – in your MyKad / Passport number for verification
6. Fill up the online form
7. Requirement for online renewal: -
  - a. Copy of new confirmation letter from college/university with certified true copy from your university/college, dated not more than three (3) months prior to the date of application and to include duration of study. Study duration (must NOT be less than 6 months from the date of application) must be stated clearly in the confirmation letter
  - b. Copy of MyKad (for Malaysian) or passport (for foreign student with valid visa / I – card)
  - c. Copy of Student Card
  - d. Copy of the front and back of Concession Card (card must be in good condition and readable). The following information printed on the card must still be visible: -
    - i. Name
    - ii. MyKad /Passport number
    - iii. Photo
    - iv. Institution Name (school/college /university)
8. The above must be uploaded when submitting the online form.
8. Applicants will be notified by email when the card renewal is successful.
9. Once card renewal is approved, proceed to the preferred stations for card activation.

For card renewal activation, it can be done at the following stations: -

- a) Kelana Jaya Line : Ara Damansara, Asia Jaya, Sri Rampai and KL Sentral – East Wing
- b) Monorail Line : Hang Tuah
- c) MRT SBK Line : Semantan
- d) Ampang Line : Ampang and Awan Besar and Titiwangsa
- e) BRT Line : Sun – U Monash

Operation hours: 9: 00 am – 2:00 pm and 4:00 pm – 9:00 pm

#### B. Condition of Card

If your card is unreadable and/or the printed information is not visible, please fill up the form for card replacement via online portal and provide

- a) Copy of MyKad, or
- b) Copy of valid passport for non-citizen
- c) Copy of Student card
- d) Confirmation letter from college/university
  - i. Letter must NOT be dated more than 3 months prior to the date of application
  - ii. Study duration (must NOT be less than 6 months from the date of application) must be stated clearly in the confirmation letter
  - iii. Do take note that applicant need to pay RM15 for card replacement

#### C. Important Notes:

- Card must be renewed within 5 days from the date of notification of approval
- Card is non-transferable.
- Card must be shown to Enforcement Officers upon request.
- RapidKL have the right to seize the card if it is found to be misused. Misuse includes used by someone other than the card holder.
- Customers can claim refund of stored value only from Touch 'n Go.
- RapidKL shall not be responsible for any loss and/or damage of the card how so ever caused.
- RapidKL reserves the right to update and amend the terms and conditions at any time without prior notice.