MyCity Pass

1. What is MyCity Pass? What are the benefits of MyCity Pass?

MyCity Pass is a travel pass that offers only Malaysians unlimited rides on Rapid KL rail (LRT/ MRT/ Monorail) and BRT network for 1 day and 3 days. MyCity Pass is based on day-cycle count, and you can purchase the pass at any time of the month.

2. How many types of passes do you offer?

There are two types of MyCity Pass:

   i.   **MyCity 1-Day pass**: First time purchase: RM 15.00 inclusive of RM5 purse value in the Touch N' Go card and RM5 card price. Minimum RM5 purse value is required to use the 1-Day Pass at all Rapid KL rail and BRT network. Valid for 1 day.

   ii.   **MyCity 3-Day pass**: First time purchase: RM 25.00 inclusive RM5 purse value in the Touch N' Go card and RM5 card price. Minimum RM5 purse value is required to use the 3-Day Pass at all Rapid KL rail and BRT network. Valid for 3 days.

3. Where can I purchase MyCity Pass?

You can purchase MyCity Pass from the Rapid KL Customer Service Offices at:

- all LRT stations
- all MRT stations
- all Monorail stations
- all BRT stations

4. When can I purchase and start using MyCity Pass?

These passes can be purchased and used from 15 April 2021 until 25th July 2021.

5. How do I purchase MyCity Pass?

i)Bring your MyKad to any Rapid KL Rail or BRT Customer Service Counters and show your MyKad to the Customer Service Officers upon purchasing for verification purpose.
ii)Once verified by Rapid KL Customer Service Officers, you need to present your Touch 'N Go card (if you purchase with your own card) to be encoded with the MyCity Pass. You must ensure the minimum RM5 balance is available in your Touch N' Go card for you to enter the Rapid KL rail or BRT network.

Scenario: I don't have an existing Touch 'N Go card, what should I do?

You can purchase the Touch 'n Go card at all LRT, MRT, Monorail and BRT customer service counters. The Touch 'n Go card price is RM 15.00 (RM5.00 card price and RM10.00 purse value).

You can also purchase Touch 'n Go card at: -

- TNG Customer Experience Centre, (CEC)
- TNG Hubs
- TNG Spots
- Petrol Kiosks
- Convenience stores
- Pharmacies

6. **What is the price of MyCity Pass?**

First time purchase		Purchase with customer's own Touch N' Go card OR Renewal of pass	
MyCity 1-Day Pass	**MyCity 3-Day Pass**	**MyCity 1-Day Pass**	**MyCity 3-Day Pass**
RM 15.00	RM 25.00	RM 5.00	RM 15.00

7. **Can I activate MyCity Pass on my Touch N' Go based MyKad?**

Yes, you may use your Touch N' Go based MyKad to purchase MyCity Pass. You will only need to pay RM 5.00 for 1-day pass, and RM15.00 for 3-day pass.

However, you must ensure minimum RM5 stored value is available in your MyKad, for you to enter Rapid KL rail or BRT network.

8. **I am My100/ My50/ My30 / Smart Package subscriber (Smart 7/ Smart 30), can I purchase MyCity Pass using the same Touch N' Go card?**

MyCity Pass can only be activated on your Touch N' Go card after your My100/ My50/ My30/ Smart Package has expired.

9. **I am a college student. Can I purchase MyCity Pass on my MyRapid Concession Card?**

MyCity Pass cannot be activated on any MyRapid Concession Card.

10. **I am a foreigner/expatriate, can I enjoy this MyCity Pass package?**

No. MyCity Pass is only applicable for Malaysians. Foreigners/ expatriates can travel on Rapid KL Rail and BRT network using their Touch N' Go card purse value or tokens.

11. **What is the validity period of MyCity Pass?**

The validity period is based on day-cycle count.

12. **Can I use MyCity Pass at Rapid KL bus or MRT feeder bus services?**

MyCity Pass can only be used on Rapid KL rail and BRT network for now. Regular travel fare will be deducted from your Touch N' Go stored value when you take Rapid KL bus or MRT feeder bus services.

13. **Do I still need to maintain the RM5 minimum stored value when I use MyCity Pass?**

Yes, you always need to maintain the minimum RM5 stored value.

14. **Can I use MyCity Pass at KTM Komuter or ERL?**

MyCity Pass is only valid for Rapid KL rail (LRT / MRT/ Monorail) and BRT network only.

13. **Will I be charged Sales & Service Tax (SST) when I purchase MyCity Pass?**

Sales and Service Tax (SST) will not be charged when you purchase MyCity Pass.

14. **What do I need to do if I lose my MyCity Pass before its expiry?**

You have to purchase a new MyCity Pass. There will be no replacement or refund to be made should you lose your MyCity Pass.

15. **What do I need to do if my MyCity Pass is unreadable?**

If your MyCity Pass is unreadable, you can request for temporary travel voucher at Rapid KL Customer Service Counters at LRT, MRT, Monorail and BRT by producing the original purchase receipt of MyCity Pass. No cash refund shall be given at Customer Service Counters.

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