

'BUY 1 FREE 1' MYCITY 3-DAY PASS UNLIMITED RIDES INCLUSIVE LUCKY DRAW FOR 'THANK YOU' CAMPAIGN, 15 JANUARY – 28 FEBRUARY 2023

FREQUENTLY ASKED QUESTIONS (FAQ)

Q1. What is the 'Buy 1 Free 1' MyCity 3-Day Pass Unlimited Rides promotion?

A1. The 'Buy 1 Free 1' MyCity 3-Day Pass Unlimited Rides is a part of 'Thank You' Campaign, open to Malaysian Citizens who purchase a MyCity 3-Day Pass Unlimited Rides ("**MCP3**") within the Campaign Period and will be eligible to redeem one (1) MyCity 3-Day Pass Unlimited Rides for free ("**Free MCP3**") and participate in lucky draw upon scanning a QR Code on the 'Thank You' Campaign poster and submitting their personal details.

Q2. When can I enjoy this offer?

A2: Campaign Period: 15 January – 28 February 2023

Redemption Period: 4 - 31 March 2023

Q3. What do I need to do to be eligible for the 'Buy 1 Free 1' MyCity 3-Day Pass Unlimited Rides promotion?

A3: You will need to purchase a MCP3 at **any Rapid KL (LRT/MRT/Monorail/BRT) Customer Service Offices** and/or **selected Rapid KL Bus Hubs** (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama & Sunway Pyramid) from **15 January to 28 February 2023**.

Upon successful purchase of the MCP3, you will need to scan a QR Code available on the 'Thank You' campaign posters at any Rapid KL (LRT/MRT/Monorail/BRT) Customer Service Offices and/or selected Rapid KL Bus Hubs and will be required to fill in your personal details. Upon completion, you will receive a letter voucher for the Free MCP3 via your registered email after the campaign period is over.

You will then have to proceed to **LRT KL Sentral (East Wing) Customer Service Office** to redeem the Free MCP3 by presenting a **printed copy of the letter voucher for the Free MCP3, original receipt of the initial MCP3 purchase and MyKad/MyTentera** for verification purposes. Redemption period is from **4 until 31 March 2023**.

Kindly note that the Free MCP3 is **limited to 2023 passes on first-come, first-served basis and subject to one (1) redemption per user only** (while stocks lasts). This campaign will end once the total redemption has reached its limit (2023 passes) or expiration of the Campaign Period, whichever comes first.

Q4. How will I be informed if I have won the Free MCP3?

A4. You will be informed via your registered email by **Thursday, 2 March 2023**.

Q5. Can I redeem the Free MCP3 more than once?

A5. No, **one (1)** redemption per user only (while stocks lasts).

Q6. Where can I utilise this Free MCP3 offer?

A6. Once you have successfully redeemed the Free MCP3, you may use it on all the LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus services within **Klang Valley** only. The Free MCP3 is **NOT applicable in Pulau Pinang and Kuantan**.

Q7. I am an existing MCP3 user, can I enjoy this offer?

A7. No, existing MCP3 users who made purchases before the Campaign Period are not eligible to enjoy this offer.

Q8. Can I give my Free MCP3 voucher to someone else?

A8. No, the Free MCP3 vouchers are non-transferable.

Q9. If my existing MCP3 is still active, can I redeem the Free MCP3?

A9. No, the Free MCP3 can only be redeemed after your existing MCP3 expires. You can choose to set the first date of your pass during purchase with the Station Officer, or you can leave it open. The first tap at the rail fare gate or bus reader will be the first date of your pass.

Q10. Am I able to redeem the Free MCP3 if I do not produce a printed copy of the letter voucher for the Free MCP3, original receipt of the initial MCP3 purchase and MyKad/MyTentera?

A10. No, you must bring along a **printed copy of the letter voucher for the Free MCP3, original receipt of the initial MCP3 purchase and MyKad/MyTentera** for verification purposes in order for you to redeem the Free MCP3.

Q11. When do I need to activate the Free MCP3 once the redemption has been made?

A11. You are required to activate the Free MCP3 within thirty (30) days from issuance/redemption date.

Q12. Will I be able to get a refund of the Free MCP3 if it is lost or damaged?

A11. No, if the Free MCP3 letter voucher or pass is lost, spoilt, damaged, broken, faulty and unreadable; No refund, reimbursements or appeals will be entertained.

Q13. What do I need to do to participate in the lucky draw?

A13: You will need to purchase a MCP3 at **any Rapid KL** (LRT/MRT/Monorail/BRT) **Customer Service Offices** and/or **selected Rapid KL Bus Hubs** (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama & Sunway Pyramid) from **15 January to 28 February 2023**.

Upon successful purchase of the MCP3, you will need to scan a QR Code available on the 'Thank You' campaign posters at any Rapid KL (LRT/MRT/Monorail/BRT) Customer Service Offices and/or selected Rapid KL Bus Hubs and will be required to fill in your personal details.

Q14. What are the lucky draw prizes?

A14. The lucky draw prizes as below:

- **Grand Prize: Two (2) Aurum Theatre Movie Vouchers for One (1) winner**
- **Consolation: Two (2) 2D Movie Vouchers for Fifty (50) winners**

Q15. How will I be informed if I have won the lucky draw?

A15. You will be informed via your registered email by **Monday, 6 March 2023**.

Q16. When can I redeem the lucky draw prize?

A16. You may redeem the lucky draw prize from **7 to 31 March 2023** on Monday to Friday from 9:00am to 6:00pm daily.

Q17. Where can I redeem the lucky draw prize?

A17. You may redeem the lucky draw prize by presenting a **printed copy of official letter** sent to your registered email and **MyKad/MyTentera** for verification purposes at location below:

PRASARANA MALAYSIA BERHAD

Group Customer Experience & Marketing Department

Level 20, Tower B, Menara UOA Bangsar

No 5, Jalan Bangsar Utama

59000 Kuala Lumpur

Email: marketing@prasarana.com.my

Q18. Can I redeem the lucky draw more than once?

A18. No, **one (1)** redemption per winner only.

Q19. Can I give my lucky draw official letter to someone else?

A19. No, the lucky draw official letter are non-transferable.

Q20. Am I able to redeem my lucky draw prize if I do not produce a printed copy of official letter and MyKad/MyTentera?

A19. No, you must bring along a printed copy of official letter sent via your registered email and MyKad/MyTentera for verification purposes in order for you to redeem your lucky draw prize.

Q21. Will I be able to get a replacement if the official letter is lost or damaged?

A21. Yes, you may request the official letter to be resent to your registered email. Kindly email to marketing@prasarana.com.my

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For more information and enquiries, please email us at suggest@rapidkl.com.my or contact us at **03 – 7885 2585** on Mondays to Fridays, from 7.00am to 8.30pm, Saturdays to Sundays and Public Holidays from 7.00am to 5:30pm.