

FREQUENTLY ASKED QUESTIONS – MYRAPID JUNIOR PRODUCT

No.	Question	Answer
1	What is MyRapid Junior?	My Rapid Junior is an product that is offered to Rapid KL's customers aged 6 years and below, allowing them to ride for free on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus ("Rapid KL Rail and Bus Services"). Children traveling with Rapid KL's My Rapid Junior product will still require adult supervision from parents/guardians.
2	How does MyRapid Junior product work?	MyRapid Junior allows free rides for children aged 6 years and below and will be required to use, a token for every single rail and BRT journey. Children can simply board Rapid KL's bus to enjoy this benefit.
3	When will MyRapid Junior be launched to public?	MyRapid Junior will be made available to public for a trial period starting from 29 December 2023 to 31 March 2024. Any extension to this product will be announced later.
4	How can I obtain MyRapid Junior product for my children?	<p>To obtain the MyRapid Junior product for your children, follow these steps:</p> <ol style="list-style-type: none"> <li data-bbox="715 907 1401 1041">i. Present your children's MyKid/Passport to our Customer Service Officers (CSO) at any Rapid KL Rail or BRT Customer Service Counters for verification. <li data-bbox="715 1077 1401 1176">ii. Once verified, your children will receive a token for every single journey on Rapid KL's rail and BRT network. <li data-bbox="715 1211 1401 1346">iii. For Rapid KL's bus rides, show your children's MyKid/Passport to our Bus Captain (BC) upon boarding. The bus captain will allow your children to ride for free. <li data-bbox="715 1382 1401 1449">iv. Parents/guardians however will still be charged the adult fare rate for any cash/cashless journey.
5	How many times will my children be able to travel with this product?	<p>Unlimited, however each token allows for a single trip only. You will need to request from our Customer Service Officer (CSO) for the next trip.</p> <p>This only applies for Rail and BRT as there is no usage of token for Bus services. Children may ride the bus hassle-free with MyKid/Passport verification to the Bus Captain (BC).</p>
6	Can I utilize the MyRapid Junior product on behalf of my children?	No. Parents/guardians must pay for their rides on Rapid KL's Rail and Bus services. However, parents/guardians are responsible for their children's safety.

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7	What if the token goes missing, is faulty, or encounters an error during the journey?	<p>If the token goes missing/misplacement: Children should exit accompanied by their parents/guardians.</p> <p>If the token is faulty or encounters an error: Kindly return the token to the Customer Service Counter for a replacement.</p>
8	My children's MyKid/ Passport has gone missing. Can I use a birth certificate instead?	Yes, however, it is not advisable to use a birth certificate for verification.
9	Is MyRapid Junior valid for Rapid Penang and Rapid Kuantan bus services?	No. This free ride is exclusive for Rapid KL users only.
10	How do I sign up for the MyRapid Junior campaign for my children?	<p>To sign up for the MyRapid Junior campaign for your children, follow these steps:</p> <ul style="list-style-type: none"> i. Obtain the MyRapid Junior campaign's loyalty card at any Customer Service Counters or Rapid KL bus hubs. ii. Get a stamp from our Customer Service Officer (CSO) over the counter or our Bus Captain (BC) inside the buses every time your children ride the Rapid KL rail or bus. iii. Collect stamps for each free ride. iv. Redeem the gift at selected stations and bus hubs upon completing the required number of stamps as stated in the campaign's loyalty card (while stocks last).
11	Which stations/bus hubs can my children redeem the gift at?	<p>You can visit these stations/bus hubs for the gift redemption (while stocks last):</p> <ol style="list-style-type: none"> 1. LRT Abdullah Hukum (Kelana Jaya Line) 2. LRT Masjid Jamek (Ampang Line) 3. MRT Muzium Negara (Kajang Line) 4. MRT Raja Uda (Putrajaya Line) 5. Pasar Seni Bus Hub