

## **OKU SMILE Free Ride Pass (OKU SMILE)**

On 21 December 2023, Transport Minister YB Anthony Loke announced that individuals with disabilities will be entitled to free rides on all Prasarana trains and buses starting 1 February 2024. This initiative aligns with Prasarana's corporate social responsibility agenda and is expected to benefit disabled riders in the Klang Valley, Penang, and Kuantan, Pahang.

### **FREQUENTLY ASKED QUESTIONS (FAQ)**

#### **1. What is OKU SMILE Free Ride pass?**

The OKU SMILE pass is an OKU concession pass activated on the OKU Concession Card by Prasarana, providing **FREE RIDES** for registered Malaysian OKU individuals on all type of Prasarana-operated trains and buses starting 1 February 2024.

#### **2. I am an existing OKU Prasarana Concession cardholder; am I entitled to the OKU SMILE pass?**

Yes, as an existing OKU Prasarana Concession cardholder, you are entitled to the OKU SMILE pass, which can be activated starting 15 January 2024, to enjoy free rides commencing 1 February 2024.

#### **3. How do I activate the OKU SMILE pass?**

The OKU SMILE pass can be activated starting 15 January 2024 at the Concession Registration Counter at Pasar Seni Bus Hub or MRT Conlay Station (*for new applications for the OKU Prasarana Concession Card*) or at any Rapid KL LRT, MRT, Monorail, BRT Stations, and selected bus hubs, including Rapid Penang and Rapid Kuantan (*for existing OKU Prasarana Concession cardholders*) at the locations listed below:

##### **A. Rapid KL LRT, MRT, Monorail, BRT, bus hubs: -**

1. Pasar Seni
2. Chow Kit
3. KLCC
4. Sri Nilam
5. Puchong Utama
6. Pearl Point
7. Sunway Pyramid
8. Greenwood
9. Seksyen 2 Shah Alam

B. Rapid Penang Kiosks: -

1. Rapid Penang Headquarters (Lorong Kulit)
2. Weld Quay Bus Terminal (Terminal B)
3. Komtar Bus Terminal
4. Bukit Jambul Bus Hub
5. Balik Pulau Bus Terminal
6. Bukit Mertajam Bus Terminal
7. Kompleks Dato' Kailan Bus Hub, Kepala Batas
8. Penang Sentral

C. Rapid Kuantan Card Counter: -

1. Hentian Bandar Kuantan

**4. I am a JKM (Social Welfare Department) cardholder but do not have an OKU Prasarana Concession Card. Where can I apply for the OKU Prasarana Concession Card?**

To apply for **new** OKU Prasarana Concession Card from Rapid KL, starting 15 January 2024 kindly visit our Concession Registration Counter at Pasar Seni Bus Hub or MRT Conlay Station. Your card will be ready within the same day, and the documents required for registration are:

- a) Original MyKad.
- b) Original JKM (OKU) card for verification.
- c) Cash payment of RM5.00.

Or apply online via [https://myrapid.com.my/concession-card-registration/?concession\\_form=oku](https://myrapid.com.my/concession-card-registration/?concession_form=oku) (only for Rapid KL and Rapid Kuantan). Kindly be informed that your new OKU Prasarana Concession Card shall be encoded with OKU SMILE Free Ride pass should your online application starts on 15 January 2024. The card will be ready for collection within three (3) working days, and the following documents are required for online application: -

- a) Copy of original MyKad.
- b) Copy of original JKM (OKU) card for verification.
- c) Passport photo size format with a white or blue background.
- d) Payment of RM5.00 to be made online.

For Rapid Penang, new OKU Prasarana Concession Card application can be done at any of Rapid Penang kiosks. The required documents are:

- a) Original MyKad.
- b) Original JKM (OKU) card for verification.
- c) Cash payment of RM5.00.

For Rapid Kuantan, new OKU Prasarana Concession Card application can be done at Hentian Bandar Kuantan card counter. The required documents are:

- a) Original MyKad.
- b) Original JKM (OKU) card (for OKU only) for verification.
- c) Cash payment of RM5.00.

*\*Substitute documentation required (where applicable): -*

- a) Copy of the Police Report if they cannot provide the Original MyKad due to any reason (due to the loss of MyKad).
- b) Copy of Police Report if they cannot provide the Original JKM (OKU) card due to any reason (due to the loss of the JKM card).

**5. Is it permissible to allow representatives to be present during the application process, or must the applicant be physically present at the counter?**

Representatives are not allowed; the applicant must be present at the counter for the Customer Service Officers (CSO) to capture a photo for the card during the application process.

**6. Do I have to make any payment when applying for the new OKU Prasarana Concession Card?**

A payment of RM5.00 (card cost) is required upon application, to be paid by the applicant. Additionally, a purse value of RM5.00 (*limited to **new** applications only, excluding lost, inactive, damaged, etc. cards*) will be preloaded by Prasarana in the card for a minimum entry requirement for all rail and bus services under Rapid KL, Rapid Penang, and Rapid Kuantan.

**7. What are the operation hours of Concession Registration Counters?**

Services	Counters/Kiosk	Days	Operation Time
Rapid KL	Pasar Seni Bus Hub	Monday to Friday. (Closed on Saturday, Sunday, and Public Holidays).	9:00 am – 4:00 pm
	MRT Conlay Station	Monday to Friday. (Closed on Saturday, Sunday, and Public Holidays).	9:00 am – 4:00 pm
Rapid Penang	Head Office (Lorong Kulit)	Monday to Friday. (Closed on Saturday, Sunday, and Public Holidays).	8:00 am – 5:00 pm
	Balik Pulau Bukit Mertajam	Monday to Friday. (Closed on Saturday, Sunday, and Public Holidays).	11:00 am – 7:00 pm
	Komtar Weld Quay Penang Sentral	Monday to Saturday.	8:00 am – 8:00 pm
	Bukit Jambul Kepala Batas	Monday to Saturday. (Closed on Sunday and Public Holidays).	11:00 am – 7:00 pm
	Komtar Weld Quay Bukit Jambul Penang Sentral	Sunday. (Closed on Public Holidays).	9:00 am – 5:00 pm
Rapid Kuantan	Hentian Bandar	Monday to Friday, 1 <sup>st</sup> and 3 <sup>rd</sup> Saturday of the month. (Closed on Sunday and Public Holidays).	8:00 am – 5.30 pm

*\*Rest time on Friday (12:30 noon – 2:30 pm)*

*\*\*The Concession Registration Counter will be operational on the Federal Day public Holiday, 1 February 2024, to assist with OKU SMILE pass registration for Rapid KL services.*

**8. Do I require to renew the OKU SMILE pass?**

The OKU SMILE pass will have an auto-renew function to ensure continuous activation. Regular usage is advised to maintain the OKU SMILE pass. Always maintain a minimum purse value of RM5.00 while using our services in Rapid KL, Rapid Penang, and Rapid Kuantan.

**9. Do I have to make any payment upon activating the OKU SMILE pass?**

If you are an existing OKU Prasarana Concession cardholder, no payment is required for activating the OKU SMILE pass. Always maintain a minimum purse value of RM5.00 while using our services in Rapid KL, Rapid Penang, and Rapid Kuantan.

**10. What happens if the value in my Touch 'n Go purse on my OKU Prasarana Concession Card is less than RM5.00?**

If your OKU Prasarana Concession Card has a balance of less than RM5.00, you will not be able to enter the station gates or board the bus. Always maintain a minimum purse value of RM5.00 while using our services in Rapid KL, Rapid Penang, and Rapid Kuantan. You are required to top up your card before continuing your journey to meet the minimum purse value of RM5.00.

**11. Can I still enjoy the flat rate at Rapid KL Park N' Ride facilities at LRT or MRT, after I activate the OKU SMILE pass?**

Yes, you can still enjoy the flat rate at the LRT and MRT Park N' Ride facilities when you take LRT, MRT, Monorail, BRT services, but you must tap your OKU SMILE pass that has been activated at the Park N' Ride entry/exit and use the same OKU SMILE pass when you ride the train or bus.

**12. What should I do if I have lost my OKU Prasarana Concession Card / OKU SMILE pass?**

**For Rapid KL: -**

Replace the card at the Concession Counter in Pasar Seni Bus Hub, MRT Conlay Station, or online. Once the card is ready, activate your new OKU SMILE pass at any Rapid KL LRT, MRT, Monorail, BRT stations, or selected bus hubs. Kindly contact Touch 'n Go Careline at 03-27148888 or visit any Touch 'n Go Hub to report the loss and refund the balance in the purse value. Terms and conditions apply.

**For Rapid Penang: -**

To replace and activate your OKU SMILE pass, please present the police report for card replacement at any Rapid Penang kiosk. Please note that a penalty charge of RM10.00 will be applied for the replacement of lost cards due to negligence. Terms and conditions apply.

**For Rapid Kuantan: -**

To replace and activate your OKU SMILE pass, please present the police report for card replacement at the Customer Service Kiosk located in Hentian Bandar Kuantan. Please note that a penalty charge of RM10.00 will be applied for the replacement of lost cards due to negligence. For purse value balance refunds, please contact Touch 'n Go Careline at 03-27148888 or visit any Touch 'n Go Hub. Terms and conditions apply.

**13. What do I need to do if my OKU SMILE pass is unreadable?****For Rapid KL: -**

Please visit the Concession Counter in Pasar Seni Bus Hub, MRT Conlay Station, or online for an OKU Prasarana Concession Card replacement. Once the card is ready, visit any Rapid KL LRT, MRT, Monorail, BRT stations, or selected bus hubs to activate your new OKU SMILE pass. Kindly contact Touch 'n Go Careline at 03-27148888 or visit any Touch 'n Go Hub to refund the balance in the purse value. Terms and conditions apply.

**For Rapid Penang: -**

Please visit the Concession Counter at the nearest Rapid Penang kiosk and report the issue. The Customer Service Officer (CSO) will replace and activate the new OKU SMILE pass at no cost.

**For Rapid Kuantan: -**

Please visit the Customer Service Kiosk in Hentian Bandar Kuantan. The Customer Service Officer (CSO) will replace and activate your new OKU SMILE pass at the same location. Kindly contact Touch 'n Go Careline at 03-27148888 or visit any Touch 'n Go Hub to refund the balance in the purse value. Terms and conditions apply.

**14. What happen if I did not to tap out my OKU SMILE pass when travelling with Rapid KL, Rapid Penang, and Rapid Kuantan bus services?**

Customer must tap in and tap out the OKU SMILE pass when travelling with Rapid KL, Rapid Penang, and Rapid Kuantan bus services. Fail to do so, your Touch 'n Go purse value will be deducted from the card. Kindly ensure to maintain RM5.00 purse value at all times.

**15. Can the OKU SMILE pass can be used for free rides between the Rapid KL, Rapid Penang, and Rapid Kuantan transportation services?**

The OKU SMILE pass is valid for both rail and bus services in the Klang Valley and bus services in Kuantan operated by Rapid KL and Rapid Kuantan, respectively. Meanwhile, the OKU SMILE pass for Rapid Penang is only valid for bus services within Penang operated by Rapid Penang and cannot be used in Kuantan or the Klang Valley.

**16. I am the companion of the OKU Prasarana Concession cardholder who is registered for the OKU SMILE pass. Am I eligible to enjoy the free ride benefit?**

Accompanying OKU Prasarana Concession cardholder and registered for OKU SMILE pass is not eligible to enjoy free travel on all rail and bus services by Rapid KL, Rapid Penang, and Rapid Kuantan. Disabled companion must purchase a travel token or any of our passes like normal users. The OKU Prasarana Concession Card is non-transferable and is limited to the use of registered cardholder only.

**17. What steps should be taken if my OKU Prasarana Concession Card has been deactivated or inactive? What should I do?**

If the OKU Prasarana Concession Card has been deactivated or inactive, the cardholder must make a new application, with a payment of RM5.00 for the card issuance cost. No pre-credit of RM5.00 purse value will be credited to for applications for cards that have been deactivated or inactive.

**18. Can the OKU Prasarana Concession Card be transferred and used by users other than the valid and registered OKU Prasarana Concession cardholder?**

OKU Prasarana Concession Card is non-transferable and is limited to registered OKU users only. If the use of this OKU Prasarana Concession Card is found to be misused for any purpose, including free ride on the OKU SMILE pass, the OKU Prasarana Concession Card will be block-listed, and its usage will be terminated immediately.

Prasarana reserves the right, at its absolute discretion, to vary, delete, or add to any of these information, Terms and Conditions without any prior notice.

For more information and inquiries, please email us at [suggest@rapidkl.com.my](mailto:suggest@rapidkl.com.my) or contact us at 03-7885 2585 on Monday to Friday, from 7.00 am to 8.30 pm and Saturday to Sunday, and Public Holidays from 7.00 am to 5:30 pm.

For Rapid Penang, please email us at [rapidcare@prasarana.com.my](mailto:rapidcare@prasarana.com.my) or contact our hotline: 04-255 8000 (Monday to Friday, 6.30 am – 10.30 pm and Saturday to Sunday, 7.30 am – 9.30 pm).

For Rapid Kuantan, please email us at [rapidcare@rapidkuantan.com.my](mailto:rapidcare@rapidkuantan.com.my) or contact our hotline: 09-566 3686 or 019-385 8607 (Monday to Friday, 8:00 am – 6:00 pm, and 1<sup>st</sup> and 3<sup>rd</sup> Saturday of the month, 8:00 am – 6:00 pm).