


FREQUENTLY ASKED QUESTIONS – BUY 1 FREE 1 MYCITY 3-DAY PASS

Purchase Period: 26 July – 25 Aug 2024

No.	Question	Answer				
1	What is the “Buy 1 Free 1” MyCity 3-Day Pass promotion?	<p>The “Buy 1 Free 1” MyCity 3-Day Pass is a promotion open to both Malaysian and non-Malaysian who purchase a MyCity 3-Day Pass (“MCP3”) from Rapid KL Customer Service Offices during the Purchase Period. Upon purchase, Eligible Customers will be eligible to redeem one (1) free MyCity 3-Day Pass.</p> <p>To redeem, Eligible Customers must register and submit their personal details and Touch ‘n Go MFG serial number via the Promotion QR code available on promotion posters at any Rapid KL Customer Service Offices or Rapid KL social media, or by visiting MyRapid website (https://myrapid.com.my/b1f1mcp24) to access the registration form.</p>				
2	What is the Purchase Period, and when can I redeem the free MyCity 3-Day Pass?	<table border="1"> <thead> <tr> <th>Purchase Period</th> <th>Redemption Period</th> </tr> </thead> <tbody> <tr> <td>26 July - 25 Aug 2024</td> <td>*As stated in the Redemption Letter</td> </tr> </tbody> </table> <p><i>* To redeem, Eligible Customers must register and submit their personal details and Touch ‘n Go MFG serial number.</i></p> <p><i>* Limited to the first 400 redemptions for both Malaysians and non-Malaysians.</i></p>	Purchase Period	Redemption Period	26 July - 25 Aug 2024	*As stated in the Redemption Letter
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3	What are the steps to be eligible for the “Buy 1 Free 1” MyCity 3-Day Pass?	<p>Steps to be eligible for the “Buy 1 Free 1” MyCity 3-Day Pass promotion:</p> <ol style="list-style-type: none"> 1. Purchase MyCity 3-Day Pass (MCP3) Buy an MCP3 from Rapid KL Customer Service Offices at any Rapid KL LRT, MRT, Monorail, BRT stations or selected Rapid KL Bus Hubs (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama, & Sunway Pyramid) between 26 July to 25 August 2024. [Note: Purchases via MyRapid PULSE is not applicable for this Promotion] 2. Scan QR Code upon purchase Scan the QR Code on the official promotion posters available at any Rapid KL Customer Service Offices at LRT, MRT, Monorail, BRT stations or selected Rapid KL Bus Hubs, on Rapid KL social media, or by visiting the MyRapid website (https://myrapid.com.my/b1f1mcp24) to access the registration form. 3. Submit Details to redeem Fill in the registration form with your personal details and Touch ‘n Go MFG serial number. 				

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		<p>[Note: The Free MCP3 is limited to the first 400 redemptions for both Malaysian and non-Malaysian for purchases made during the Purchase Period. Redemption is on a first-come, first-served basis, determined by the redemption registration timestamp and completeness of details].</p> <p>4. Receive Redemption Letter via Email Receive a redemption letter for the Free MCP3 via your registered email after the Purchase Period ends, no later than <i>Monday, 2 September 2024</i>.</p> <p>5. Redeem Free MCP3</p> <p>(a) Visit the KL Sentral LRT (East Wing) Customer Service Office during the designated redemption dates as stated in your redemption letter.</p> <p>(b) Present a printed copy of the redemption letter, the original receipt of the initial MCP3 purchase, and your MyKad/MyTentera (for Malaysian) and Passport/MyPR (for non-Malaysian) for verification.</p> <p>Note:</p> <p>(a) Only one (1) redemption per Customer (while stocks last).</p> <p>(b) The promotion ends when 400 units of Free MCP3 for both Malaysians and non-Malaysians have been redeemed, or when the Purchase Period ends, whichever comes first.</p>
<p>4</p>	<p>How do I check my Touch 'n Go MFG Serial Number?</p>	<p>You can find the Touch 'n Go MFG Serial Number on the back of your Touch 'n Go card. (See sample below.)</p>  <p>Alternatively, if you use your MyKad as your Touch 'n Go card, you can check for the MFG Serial Number in one of the following ways:</p>

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		<ul style="list-style-type: none"> (a) Check the official receipt from your most recent card top-up. (b) Visit a Rail/Bus Rapid KL Customer Service Office and request a Service Officer to check your MyKad for the MFG Serial Number. (c) Use a Touch 'n Go Self Service Kiosk to insert your MyKad number and check for the MFG Serial Number.
5	How will I be informed if I am eligible for the Free MCP3?	You will be informed via your registered email after the Purchase Period, no later than Monday, 2 September 2024.
6	Am I entitled to redeem the Free MCP3 more than once?	No, each Eligible Customer is only entitled to one (1) redemption throughout the Purchase Period, while stocks last.
7	Where can I use this Free MCP3 offer?	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 the Klang Valley only. It is <u>not applicable</u> for Nadiputra bus service in Putrajaya and Rapid Bus services in Pulau Pinang and Kuantan.
8	I am an existing MCP3 user. Can I enjoy this offer?	No, existing MCP3 users who made purchases <u>before and after</u> the Purchase Period are not eligible for this offer. The Purchase Period is from 26 July to 25 August 2024 only.
9	Can I give my Free MCP3 voucher to someone else?	No, the Free MCP3 is strictly non-transferable, non-resaleable, and non-exchangeable for cash or other items
10	If my existing MCP3 is still active (<i>purchased during the promotion Purchase Period</i>), can I redeem and encode the Free MCP3?	No, the Free MCP3 can only be redeemed and encoded after your existing MCP3, or any other Rapid KL passes expires. During redemption, inform the Customer Service Officer whether you want to set the first usage date or select the open date option for the Free MCP3. The first tap at the rail fare gate or bus reader will mark the beginning of your pass usage.
11	Can I redeem the Free MCP3 after the redemption period as stated in my redemption letter?	Any late redemption of the Free MCP3 will not be entertained and will be forfeited. The Eligible Customer must redeem it within the stipulated Redemption Period as stated in the redemption letter. Please ensure your existing MCP3 or any other Rapid KL passes expires before encoding the Free MCP3.
12	Am I able to redeem the Free MCP3 if I do not produce a printed copy of the redemption letter, the original receipt of the initial MCP3 purchase, and my MyKad/MyTentera/Passport/MyPR?	No, you must bring a printed copy of the redemption letter, the original receipt of the initial MCP3 purchase, and your MyKad/MyTentera/Passport/MyPR for verification purposes to redeem the Free MCP3.

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13	When do I need to activate the Free MCP3 once the redemption has been made?	Eligible Customers must redeem their Free MCP3 at KL Sentral LRT (East Wing) Customer Service Office. Upon redemption, you are required to activate the Free MCP3 within thirty (30) days from the redemption date.
14	Will I be able to get a refund if the redemption letter or Touch 'n Go card that has embedded with the Free MCP3 is lost or damaged?	No refunds, reimbursements or appeals will be entertained if the Free MCP3 redemption letter or the Touch 'n Go card that has embedded with Free MCP3 is lost, spoiled, damaged, broken, faulty, or unreadable.

For more information and inquiries, please email us at suggest@rapidkl.com.my or contact us at +603 – 7885 2585 on Mondays to Sundays from 6:00 am to 12:00 am.