

BUY 1 FREE 1' MYCITY 2-DAY OR 3-DAY PASS UNLIMITED RIDES MYRAPID PULSE CAMPAIGN, 12 – 20 JULY 2024

FREQUENTLY ASKED QUESTIONS (FAQ)

Q1. What is the 'Buy 1 Free 1' MyCity 2-Day and 3-Day Pass Unlimited Rides MyRapid PULSE campaign?

A1. The 'Buy 1 Free 1' ("B1F1") MyCity 2-Day or 3-Day Pass Unlimited Rides is a MyRapid PULSE campaign open to all. Purchase a MyCity 2-Day or 3-Day Pass Unlimited Rides ("MCP2/MCP3") online through MyRapid PULSE during the campaign period and redeem one (1) MyCity 2-Day or 3-Day Pass Unlimited Rides for free ("Free MCP2/MCP3") by scanning a QR code on the campaign poster and submitting your personal details.

Q2. When can I enjoy this offer?

A2. Campaign Period: 12 – 20 July 2024
Redemption Period: 21 – 31 July 2024

Q3. What do I need to do to be eligible for the 'Buy 1 Free 1' MyCity 2-Day or 3-Day Pass Unlimited Rides promotion?

A3.

1. Purchase a MCP2 or MCP3 on MyRapid PULSE from 12 – 20 July 2024.
2. Scan the QR code on the 'B1F1' campaign posters found on Rapid KL social media posts (Website/Facebook/Instagram/X) and fill in your personal details.
3. Receive a letter voucher for the Free MCP2/MCP3 via your registered email after the campaign period.
4. Redeem the Free MCP2/MCP3 at the LRT KL Sentral (East Wing) Customer Service Office by presenting:
 - Printed copy of the letter voucher
 - Digital receipt of the initial MCP2/MCP3 purchase

Note: The Free MCP2/MCP3 is limited to 200 passes on a first-come, first-served basis, with one (1) redemption per user only. The campaign will end once 200 passes are redeemed or the campaign period ends, whichever comes first.

Q4. How will I be informed if I have won the Free MCP2/MCP3?

A4. You will be informed via your registered email by Thursday, 1 August 2024.

Q5. Can I redeem the Free MCP2/MCP3 more than once?

A5. No, each user can redeem only one (1) Free MCP2/MCP3 (while stocks last).

Q6. Where can I utilize this Free MCP2/MCP3 offer?

A6. You can use the Free MCP2/MCP3 on all LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT feeder bus services within Klang Valley. The Free MCP2/MCP3 is not applicable in Pulau Pinang and Kuantan.

Q7. I am an existing MCP2/MCP3 user, can I enjoy this offer?

A7. No, users who purchased MCP2/MCP3 before the campaign period are not eligible.

Q8. Can I give my Free MCP2/MCP3 voucher to someone else?

A8. No, the Free MCP2/MCP3 vouchers are non-transferable.

Q9. If my existing MCP2/MCP3 is still active, can I redeem the Free MCP2/MCP3?

A9. No, you can only redeem the Free MCP2/MCP3 after your existing MCP2/MCP3 expires. You can set the first date of your pass during purchase with the Station Officer or leave it open. The first tap at a rail fare gate or bus reader will mark the start date.

Q10. Am I able to redeem the Free MCP2/MCP3 if I do not produce a printed copy of the letter voucher, digital receipt of the initial MCP2/MCP3 purchase.

A10. No, you must bring a printed copy of the letter voucher, digital receipt of the initial purchase to redeem the Free MCP2/MCP3.

Q11. When do I need to activate the Free MCP2/MCP3 once the redemption has been made?

A11. You are required to activate the Free MCP2/MCP3 within thirty (30) days from the issuance/redemption date.

Q12. Will I be able to get a refund if the Free MCP2/MCP3 is lost or damaged?

A12. No, if the Free MCP2/MCP3 letter voucher or pass is lost, damaged, or faulty, no refund, reimbursements, or appeals will be entertained.

Q13. Will I be able to get a replacement if the official letter is lost or damaged?

A13. Yes, you may request the official letter to be resent to your registered email. Kindly email fadhila.muhtaza@prasarana.com.my

For more information and inquiries, please email us at suggest@rapidkl.com.my or contact us at 03 – 7885 2585 on Mondays to Sundays from 6.00 am to 12.00 am.