

FREQUENTLY ASKED QUESTIONS (FAQ) – MyCity Pass

1. What is MyCity Pass?

MyCity Pass is an unlimited daily travel pass offering unlimited rides on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus and MRT, LRT feeder bus services in Klang Valley for 1 day, 2 days or 3 days. You can purchase the pass at any time during the month as it operates on a day-cycle count.

2. Who can purchase MyCity Pass?

MyCity Pass is now available to both Malaysians and non-Malaysians.

3. What type of passes are offered?

We offer three (3) types of MyCity Passes: The MyCity 1-Day Pass, MyCity 2-Day Pass and the MyCity 3-Day Pass. These passes are valid for 1 day, 2 days and 3 days respectively and are activated using a Touch 'n Go card.

4. How much do MyCity Day Pass cost?

Type	Malaysian Price (RM)	Non-Malaysian Price (RM)
MyCity 1-Day Pass (MCP1)	RM 6.00	RM 10.00
MyCity 2-Day Pass (MCP2)	RM 11.00	RM 18.00
MyCity 3-Day Pass (MCP3)	RM 15.00	RM 25.00

Price indicated above excludes the Touch 'n Go card price and minimum purse value Requirement.

5. What is the price for customers WITHOUT a Touch 'n Go card?

Type	Malaysian Price (RM)	Non-Malaysian Price (RM)
MyCity 1-Day Pass (MCP1)	RM 25.00	RM 30.00
MyCity 2-Day Pass (MCP2)	RM 30.00	RM 35.00
MyCity 3-Day Pass (MCP3)	RM 35.00	RM 45.00

Price includes a RM10.00 card price and purse value.

Example - MCP1 purchase for a new Touch 'n Go card:

Customers (Malaysian) need to pay RM25.00, equivalent to RM10.00 for the Touch 'n Go NFC card price + RM15.00 for the minimum Touch 'n Go first top-up value. Subsequently, RM6.00 will be deducted from the card as the pass price for the activation of MCP1. Hence, remaining purse value will be RM9.00. You must ensure a minimum RM5.00 balance is available in your Touch 'n Go card for you to enjoy unlimited rides on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus services.

6. Where can I purchase MyCity Pass?

You can purchase MyCity Pass at Rapid KL Customer Service Offices located at:

- All LRT, MRT, Monorail and BRT stations.
- Selected bus hubs (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama & Sunway Pyramid).
- Online via MyRapid PULSE App or MyRapid Shop (<https://shop.myrapid.com.my/>)

7. How do I purchase MyCity Pass?**i) For Malaysians**

- a. Bring your MyKad to any Rapid KL LRT, MRT, Monorail, BRT Customer Service Office, or selected bus hubs and show your MyKad to the Customer Service Officers upon purchasing to be entitled to Malaysian's price, for verification purposes.
- b. Once verified by our Service Officers, present your Touch 'n Go card or MyKad for encoding with the MyCity Pass.
- c. You must ensure a minimum RM5.00 balance is available in your Touch 'n Go card for you to enjoy an unlimited rides service of Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus services.

ii) For non-Malaysians

- a. Bring your own Touch 'n Go card at any Rapid KL LRT, MRT, Monorail, BRT Customer Service Office, or selected bus hubs for encoding with the MyCity Pass.
- b. You must ensure a minimum RM5.00 balance is available in your Touch 'n Go card for you to enjoy an unlimited rides service of Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus services.

****Touch 'n Go cards can be purchased at any of Rapid KL Customer Service Offices for RM10.00, except for BRT stations and Rapid KL bus hubs, subject to availability of Touch 'n Go card stocks.***

You can also purchase Touch 'n Go card at:

- i) TNG Customer Experience Centre (CEC)
- ii) TNG Hubs
- iii) TNG Spots
- iv) Petrol Kiosks
- v) Convenience stores
- vi) Pharmacies

8. Can I purchase MyCity Pass through the MyRapid PULSE app or via the MyRapid Shop?

You can purchase MyCity Pass via MyRapid PULSE. The MyRapid PULSE can be downloaded from the App Store, Play Store, or Huawei App Gallery. Alternatively, you can visit <https://shop.myrapid.com.my/>, navigate to 'Lifestyle', and select your preferred product(s) from the store.

9. What is the maximum number of MyCity passes that can be purchased in one (1) transaction via MyRapid PULSE app or MyRapid Shop?

i) **For Malaysians**

For purchases of the MyCity Pass, the maximum quantity allowed is up to 10 purchases per transaction.

ii) **For non-Malaysians**

For purchases of the MyCity Pass, the maximum quantity allowed is up to 4 purchases per transaction.

10. Can I activate MyCity Pass on MyKad with a Touch 'n Go embedded chip?

Yes, MyCity Pass can only be purchased using your MyKad with a Touch 'n Go embedded chip. Kindly ensure there is no active pass on your MyKad. However, you must ensure a minimum RM5.00 purse value is available in your MyKad for you to enter Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT LRT feeder bus services.

11. I am My50/Smart Package (Smart 7/ Smart 30) user, can I purchase MyCity Pass using the same Touch 'n Go card?

MyCity Pass can only be activated on the same Touch 'n Go card after your My50/Smart Package has expired.

12. I am a MyRapid Concession card user, can I purchase MyCity Pass on my MyRapid Concession Card?

No. MyCity Pass cannot be activated on any MyRapid Concession Card.

13. Can I use MyCity Pass at KTM Komuter or ERL?

No. MyCity Pass is only valid for Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT snf LRT feeder bus services in Klang Valley.

14. Can I still get the flat rate at Rapid KL Park 'n Ride facilities with my MyCity Pass?

Yes, you can still enjoy the flat rate at LRT or MRT Park 'n Ride facilities by tapping the same Touch 'n Go card.

15. Will I be charged Sales & Service Tax (SST) when I purchase MyCity Pass?

No. Sales and Service Tax (SST) are not applicable for MyCity Pass purchases.

16. What if I lose my Touch 'n Go card with MyCity Pass encoded before its expiry?

You are required to purchase a new MyCity Pass. No replacements or refunds are available for lost cards.

17. What if my MyCity Pass is unreadable?

If your MyCity Pass is unreadable, you may request a temporary travel voucher at Rapid KL Customer Service Offices at LRT, MRT and Monorail by showing your original purchase receipt of the MyCity Pass. No cash refund or claim is applicable at Customer Service Offices.

For more information and enquiries, email us at suggest@rapidkl.com.my or contact us at 03-7885 2585, 7-days a week from 6.00 am to 12.00 am.