

FREQUENTLY ASKED QUESTIONS – JOM RIDE & MENANG CAMPAIGN

Campaign Period: 26 August – 25 November 2024

No.	Question	Answer																			
1	What is Jom Ride & Menang Campaign?	<p>To commemorate Rapid KL's 20th anniversary, Jom Ride & Menang is a campaign for all cashless users (My50/MyCity Pass/MyTourist Pass/Concession Card/OKU Smile/Touch 'n Go card users) who use Rapid KL Services and register their participation by scanning the QR code from 26 August – 25 November 2024.</p> <p>Participants must use the same registered Touch 'n Go card when riding on Rapid KL services to maximise the frequency of their rides throughout the Campaign Period to stand a chance to win amazing prizes.</p> <p>Registered Participants (now referred to as "Eligible Entrants") with the highest frequency of rides on Rapid KL rail and bus will win any of the two hundred (200) prizes as per details below:</p> <table border="1"> <thead> <tr> <th>Prize Category</th> <th>No. of Winner</th> <th>Prize</th> </tr> </thead> <tbody> <tr> <td>First Prize</td> <td>1 pax</td> <td>Samsung Galaxy S24 Ultra</td> </tr> <tr> <td>Second Prize</td> <td>2 pax</td> <td>PlayStation 5 Disc Console (Slim)</td> </tr> <tr> <td>Third Prize</td> <td>2 pax</td> <td>Philips PerfectCare 7000 Series Steam Generator - PSG7050/30</td> </tr> <tr> <td rowspan="3">Consolation Prize</td> <td>50 pax</td> <td>RM200 Groceries Voucher</td> </tr> <tr> <td>50 pax</td> <td>RM100 e-Voucher</td> </tr> <tr> <td>95 pax</td> <td>RM50 Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card</td> </tr> </tbody> </table>	Prize Category	No. of Winner	Prize	First Prize	1 pax	Samsung Galaxy S24 Ultra	Second Prize	2 pax	PlayStation 5 Disc Console (Slim)	Third Prize	2 pax	Philips PerfectCare 7000 Series Steam Generator - PSG7050/30	Consolation Prize	50 pax	RM200 Groceries Voucher	50 pax	RM100 e-Voucher	95 pax	RM50 Rapid KL's 20 th Anniversary Special Edition Touch 'n Go Card
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2	When is the Jom Ride & Menang Campaign Period?	Jom Ride & Menang Campaign will begin on 26 August 2024 at "06:00 am" and will end on 25 November 2024 at "11:59pm" .																			
3	Who are eligible for the Jom Ride & Menang Campaign?	<p>All cashless users of Rapid KL services (both Malaysian and non-Malaysian):–</p> <ol style="list-style-type: none"> 1. My50 2. MyCity Pass 3. MyTourist Pass 4. OKU Smile 																			


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		<ol style="list-style-type: none"> 5. Concession Card 6. Touch 'n Go users
4	How do I join the Jom Ride & Menang campaign?	<p>You must follow the following steps:</p> <ol style="list-style-type: none"> 1. Participants must be a cashless user (My50/MyCity Pass/MyTourist Pass/Concession Card/OKU Smile/Touch 'n Go card users) who use Rapid KL Rail and Bus Services. 2. Participants can use the Touch 'n Go card or Touch 'n Go card that is embedded in National Registration Identification Card (NRIC). 3. Participants to register by scanning the QR Code that is made available on official social media platforms, website and printed poster at stations and buses and fill up the form provided. 4. Participants who are now called Eligible Entrants must use the same registered Touch 'n Go card and maximise the frequency of their rides throughout the Campaign Period.
5	Can I register more than one Touch 'n Go card?	Yes, but we will only pick the registered Touch 'n Go card that has the highest frequency of rides on Rapid KL services throughout the Campaign Period.
6	Can I register my Touch 'n Go card that is embedded in my National Registration Identification Card (NRIC)?	Yes, as Rapid KL passes (My50/MyCity Pass/MyTourist Pass) can be activated in Touch 'n Go card that is embedded in the National Registration Identification Card (NRIC).
7	Will my rides before or after the Campaign Period be counted and qualify me to win the prizes?	No, any rides outside the Campaign Period will not be counted.
8	How do I know I am the winner for this Jom Ride & Menang Campaign?	Winners will be announced on our Rapid KL official social media accounts, and/or we will notify you through email or mobile number.
9	If I use both Rapid KL Rail and Bus, do I get to win prizes for both services?	No, we will count based on the highest frequency of rides from both Rail and Bus services.
10	I ride Rail services by using token as the mode of payment, can I be eligible for this Jom Ride & Menang Campaign?	No. Token users (Single Journey/Concession Token/MyRapid Junior) are not eligible to participate for this campaign.

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<p>10</p>	<p>How do I check my Touch 'n Go MFG Serial Number?</p>	<p>You may check your Touch 'n Go (TnG) MFG Serial Number by checking at the back of your TnG card. (Please see sample below)</p>  <p>Alternatively, if you use your NRIC as your TnG card, you may check for the MFG Serial Number with one of the methods below:</p> <ol style="list-style-type: none"> 1. Check on the official receipt when you reload your card; 2. Go to our Rail/Bus Rapid KL Customer Service Offices and ask our Station Officer to check your NRIC for the MFG Serial Number; 3. Go to any TnG Self Service Kiosk, insert your NRIC and check for your MFG Serial Number.
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