

**GIFT WITH PURCHASE (GWP) CAMPAIGN – ONLINE PURCHASE MYCITY 2-DAY PASS  
UNLIMITED RIDES THROUGH MYRAPID PULSE  
2 - 30 September 2024**

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**FREQUENTLY ASKED QUESTIONS (FAQ)**

**Q1. What is the Gift with Purchase (GWP) Campaign – Online Purchase MyCity 2-Day Pass Unlimited Rides through MyRapid PULSE?**

**A1.** The Gift with Purchase (“GWP”) MyCity 2-Day Pass Unlimited Rides is a campaign by Rapid KL. When you purchase a MyCity 2-Day Pass Unlimited Rides (“MCP2”) online through MyRapid PULSE during the campaign period, you can redeem one (1) Rapid KL tote bag at selected Rapid KL stations.

**Q2. When can I enjoy this offer?**

**A2.**

- **Campaign Period:** 2 - 30 September 2024
- **Redemption Period:** 2 - 30 September 2024

**Q3. What do I need to do to be eligible to redeem the one (1) Rapid KL tote bag Rapid KL tote bag?**

**A3.**

To participate in the Gift with Purchase (GWP) Campaign, customers MUST comply with the following:

- a) This campaign is open to all the Organiser’s customers, hereinafter referred to as “Eligible Customers”.
- b) Eligible Customers must purchase the MyCity 2-Day Pass online via MyRapid PULSE from 2 - 30 September 2024 (campaign duration).
- c) Eligible Customers must then proceed to the selected Customer Service Office at KL Sentral LRT Station (East Wing) or Muzium Negara MRT Station (Counter A) (operating hours: 6:30 am - 2:30 pm, 3:30 pm - 10:30 pm) to redeem the Rapid KL tote bag by presenting the QR code received after purchase, along with their MyKad/Passport for verification within the Redemption Period.

The one (1) Rapid KL tote bag can be redeemed within the redemption period at the following locations:

- KL Sentral LRT Station (East Wing)
- Muzium Negara MRT Station (Counter A)

**Note:** The Rapid KL tote bag is limited to the first 400 redemptions within the campaign period (2 - 30 September 2024). Redemptions will be on a first-come, first-served basis.

**Q4. Can I redeem the Rapid KL tote bag more than once?**

**A4.** No, each user can redeem only one (1) Rapid KL tote bag, while stocks last.

**Q5. Can I redeem the Rapid KL tote bag at stations other than KL Sentral LRT Station or Muzium Negara MRT Station?**

**A5.** No, the Rapid KL tote bag can only be redeemed at KL Sentral LRT Station (East Wing) or Muzium Negara MRT Station (Counter A).

**Q6. Will I be able to get a refund if the Rapid KL tote bag is lost or damaged?**

**A6.** No, if the Rapid KL tote bag is lost, damaged, or faulty, no refunds, reimbursements, or appeals will be entertained.

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, Monday to Sunday from 6:00 am to 12:00 am.