

FREQUENTLY ASKED QUESTIONS – RIDE OFF-PEAK & WIN

Campaign Period: 2 September 2024 – 28 February 2025

No.	Question	Answer
1	What is the Ride Off-Peak & Win campaign?	The “ <i>Ride Off-Peak & Win</i> ” is a campaign organized by Prasarana Malaysia Berhad and is open to all registered Touch ‘n Go users, as well as users of Rapid KL products or passes activated on Touch ‘n Go cards or MyKad embedded with Touch ‘n Go, such as My50, MyCity Pass, OKU Smile, MyTourist Pass, and Concession Card.
2	Who is eligible to participate in the campaign?	<p>The campaign is open to all registered Touch ‘n Go users and users of eligible Rapid KL products or passes activated on Touch ‘n Go cards or MyKad embedded with Touch ‘n Go such as My50, MyCity Pass, OKU Smile, MyTourist Pass, and Concession Card.</p> <p>You must also register your participation through the campaign QR code or the MyRapid website and use Rapid KL rail services during off-peak period to qualify.</p>
3	How do I register for the campaign?	<p>You can register by scanning the QR code available on promotional posters at any Rapid KL Customer Service Offices at rail stations, on Rapid KL social media, or by visiting MyRapid website (https://myrapid.com.my)</p> <p>During registration, you will need to submit your personal details and the MFG serial number of your Touch ‘n Go card.</p>
4	What are the campaign dates?	The campaign runs from 2 September 2024 at 9:00 AM until 28 February 2025 at 4:59 PM. Only rides taken during off-peak periods within this Campaign Period will be eligible for the campaign.
5	What count as an eligible off-peak trip?	Off-peak period are weekdays (Mondays to Fridays) from 9:00 AM to 4:59 PM, and all day on weekends (Saturdays and Sundays) and public holidays. To qualify, you must tap in and out using the same registered Touch ‘n Go card or MyKad. Only trips during these periods on Rapid KL rail services (LRT, MRT, Monorail) will count.
6	How can I increase my chances of winning?	To increase your chances of winning, you should frequently travel during off-peak period on Rapid KL rail services. Eligible Entrants will receive double chances for off-peak rides on weekends and public holidays.


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7	What prizes are available?	<p>The prizes are as follows:</p> <ul style="list-style-type: none"> • Grand Prize: RM600 Touch 'n Go eWallet credit for the one (1) pax with the highest accumulated frequency of off-peak rides throughout the Campaign Period. • Monthly First Prize: RM100 Touch 'n Go eWallet credit (1 winner/month). • Monthly Consolation Prizes: RM20 Touch 'n Go eWallet credit (200 winners/month).
8	How will the winners be announced?	<p>Monthly winners will be announced by the 3rd week of the following month via Rapid KL's social media channels.</p> <p>The Grand Prize winner will be announced after the campaign ends, no later than 31 March 2025.</p>
9	Can I register multiple Touch 'n Go cards for the campaign?	<p>No, only one registration per Touch 'n Go card per participant is allowed throughout the campaign period. The first registration per card will be considered the valid entry.</p>
10	Can I register my Touch n' Go that is embedded in MyKad?	<p>Yes, you can register your Touch 'n Go card embedded in your MyKad, as Rapid KL products/passes can be activated on it.</p>
11	What happens if I provide incorrect information during registration?	<p>If incorrect or incomplete information is provided during registration, you may be disqualified from the campaign. It is essential to ensure that all details submitted are accurate.</p>
12	What happens if I miss the registration deadline or do not ride during the campaign period?	<p>If you register before or after the campaign period or do not ride during off-peak period within the campaign period, your participation will be disqualified, and you will not be eligible for prizes.</p>
13	Are there any exclusions for participation?	<p>Yes, the following individuals are not eligible to participate:</p> <ul style="list-style-type: none"> • Rapid KL users who ride on Rapid KL rail services using the Rapid KL single journey token, concession token, KL Travel Pass, Keluarga Malaysia Pass, Smart 7/Smart 30, and MyRapid Jr, or any other product/passes not listed in item 2. • Permanent, temporary, and/or contract Employees of the Organiser (including its associated and related companies) and its related corporations (Ministry of Finance and Ministry of Transport) and their immediate family members (children, parents, brothers, and sisters, including spouses); and/or • Representatives, employees, servants and/or agents and/or partners and/or sponsors for the Campaign and/or service providers of the Organiser (including its affiliated and related companies, if applicable), and

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		<p>their immediate family members (children, parents, brothers, and sisters, including spouses).</p>
14	<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. <i>(See sample below.)</i></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> <ul style="list-style-type: none"> (a) Check the official receipt from your most recent card top-up. (b) Visit any Rapid KL Customer Service Offices at rail stations 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.
15	<p>Can the campaign terms or period change?</p>	<p>Yes, the Organiser reserves the right to amend the campaign terms, duration, or any other aspect at its sole and absolute discretion without prior notice.</p>
16	<p>Where can I find more information or updates about the campaign?</p>	<p>You can find more information and updates on the campaign by visiting the MyRapid website or following Rapid KL's official social media channels.</p> <p>Alternatively, 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.</p>

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