

**FREQUENTLY ASKED QUESTIONS – #RIDERRAPIDKLFEEDER CAMPAIGN**

**Campaign Period:** 13 NOVEMBER 2024 – 13 FEBRUARY 2025

No.	Question	Answer												
1	What is #RideRapidKLFeeder Campaign?	<p><b>#RideRapidKLFeeder</b> is a campaign for all cashless users (My50/MyCity Pass/MyTourist Pass/Concession Card/OKU Smile/Touch 'n Go card users) who is a rider for <b>Rapid KL LRT &amp; MRT Bus Services</b> and <b>register</b> their participation by <b>scanning the QR code</b> from <b>13 November 24 – 13 February 2025</b>.</p> <p>Participants must use the <b>same registered Touch 'n Go card</b> when riding on Rapid KL LRT &amp; MRT Feeder services to <b>maximise the frequency of their rides</b> throughout the Redemption Period to collect as many rides as possible.</p> <p>Registered Participants (now referred to as “Eligible Entrants”) who complete a minimum 20 rides on Rapid KL LRT &amp; MRT feeder buses will be contacted via EMAIL and eligible to redeem E-Wallet Pin as per details below:</p> <table border="1"> <thead> <tr> <th>Redemption Category</th> <th>Total Winners</th> <th>Prize</th> </tr> </thead> <tbody> <tr> <td>20 Rides</td> <td>3,000</td> <td>RM 5 E-Wallet Pin</td> </tr> <tr> <td>30 Rides</td> <td>3,000</td> <td>RM 10 E-Wallet Pin</td> </tr> <tr> <td>Double Rewards</td> <td>30</td> <td>RM 20 E-Wallet Pin</td> </tr> </tbody> </table> <p>Double your rewards for monthly rider numbered: <b>100,200,300,400,500,600,700,800,900 and 1,000</b>.</p> <p>Participant can only redeem <b>ONE (1) E-Wallet Pin</b> a Month.</p>	Redemption Category	Total Winners	Prize	20 Rides	3,000	RM 5 E-Wallet Pin	30 Rides	3,000	RM 10 E-Wallet Pin	Double Rewards	30	RM 20 E-Wallet Pin
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2	When #RideRapidKLFeeder Campaign Period?	This Redemption will begin on <b>13 Nov 2024 at “06:00am”</b> and will end on <b>13 Feb 2025 at “11:59pm”</b> .												
3	Who are eligible for the Redemption?	<p>All cashless users of Rapid KL services (both Malaysian and non-Malaysian):</p> <ol style="list-style-type: none"> <li>1. My50</li> <li>2. MyCity Pass</li> <li>3. MyTourist Pass</li> <li>4. OKU Smile</li> <li>5. Concession Card</li> <li>6. Touch 'n Go users</li> </ol>												


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4	How do I join the <b>#RideRapidKLFeeder</b> campaign?	<p>You must follow the following steps:</p> <ol style="list-style-type: none"> <li>1. Participants must be a <b>cashless user</b> (My50/MyCity Pass/MyTourist Pass/Concession Card/OKU Smile/Touch 'n Go card users) who use <b>Rapid KL LRT &amp; MRT Feeder Bus Services</b>.</li> <li>2. Participants can use the Touch 'n Go card or Touch 'n Go card that is embedded in National Registration Identification Card (NRIC).</li> <li>3. Participants to register by scanning the QR Code that is made available on official social media platforms, website and printed poster in all LRT &amp; MRT Feeder buses and fill up the form provided.</li> <li>4. Participants who are now called Eligible Entrants must use the <b>same registered Touch 'n Go card</b> and maximise the frequency of their rides throughout the Redemption Period.</li> </ol>
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 Redemption 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 Redemption Period will not be applicable.
8	How do I know that I am entitled for the Redemption?	Rapid KL will contact all participant that completed a minimum 20 ride via email and the entitlement is based on first-come-first serve basis 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 LRT & MRT Feeder Bus services <b>ONLY</b> .
10	I ride Rail services by using token as the mode of payment, can I be eligible to redeem <b>#RideRapidKLFeeder</b>	No. Token users (Single Journey/Concession Token/MyRapid Junior) are not eligible to participate for this redemption 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 Touch 'n Go card, you may check for the MFG Serial Number with one of the methods below:</p> <ol style="list-style-type: none"> <li>1. Check on the official receipt when you reload your card.</li> <li>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.</li> <li>3. Go to any TnG Self Service Kiosk, insert your NRIC and check for your MFG Serial Number.</li> </ol>
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