

TERMS AND CONDITIONS – #RIDERAPIDKLFEEDER REDEMPTION CAMPAIGN

Purchase Period: 13 November 2024 – 13 February 2025

Organiser

The “#RideRapidKLFeeder REDEMPTION CAMPAIGN” is organised by **Prasarana Malaysia Berhad [Company No.: 199801011092 (467220-U)] (“Organiser”)** is open to both **Malaysian and non-Malaysian who ride on LRT & MRT Feeder Bus between 13 November 2024 to 13 February 2025 (“Purchase Period”)** will be eligible to redeem E-wallet pin upon completion of a minimum 20 rides to redeem RM5, **OR** 30 rides to redeem RM10 by **registering and submitting their personal details and Touch ‘n Go MFG serial number upon using LRT & MRT Feeder services operated by Rapid KL (“Eligible Customers”)** via the Promotion QR code available on promotion posters at any Rapid KL Customer Service offices at selected Bus Hubs, Inside all LRT & MRT Feeder buses or Rapid KL social media, or by visiting Rapid KL website to access the QR for the registration form.

Campaign & Purchase Period and Redemption Period

1. The purchase period and redemption period are as follows:

Campaign Period	Redemption Period / E-Pin Redemption
13 November 24 - 13 February 25	First Redemption – Mid of Dec 24 Second Redemption – Mid Jan 25 Third Redemption – Mid Feb 25

2. To redeem, Eligible Customers must register and submit their personal details and Touch ‘n Go MFG serial number upon purchase.
3. Limited to the first 1,000 redemptions for both Malaysians and non-Malaysians per-month.
4. The Organiser shall reserve its absolute right to amend the Campaign period and the redemption period at any given time without prior notice.

Promotion Eligibility and Mechanics*

1. To participate in the “#RideRapidKLFeeder Redemption, customers **MUST** comply the followings:
 - a) This Promotion is open to all of the Organiser’s customers who are **Malaysian** with a valid MyKad or MyTentera, or **Non-Malaysian** with a valid Passport/MyPR.
 - b) Customers are required to **purchase any product by Rapid KL except Token from any Rapid KL Customer Service Offices** at LRT, MRT, Monorail, BRT stations or selected Rapid KL Bus Hubs (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama & Sunway Pyramid) and ride LRT & MRT Feeder as frequent as possible during the Redemption Period from **13 Nov 24 to 13 Feb 25** herein after referred as “Eligible Customer”. **Purchases via My Rapid PULSE also applicable for this Promotion.**
 - c) Upon successful purchase of the Rapid KL products, Eligible Customers **must register and submit their personal details and Touch ‘n Go MFG serial number** via the Promotion QR code available on promotion posters at any Rapid KL Customer Service offices at selected Bus Hubs, Inside all LRT & MRT Feeder buses or Rapid KL social media, or by visiting MyRapid website to access the QR for the registration form.
 - d) Upon completion, Eligible Customers **will be contacted via EMAIL to redeem the E-Wallet pin** via their registered email for by end of the of monthly

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campaign period. *This is subject to the first 1,000 redemptions for both Malaysians and non-Malaysians monthly.*

- e) Eligible Customers to redeem the E-Wallet Pin upon completion of acknowledgement form. Upon completion of acknowledgement form, the pin will be release via link to be shared via your registered email.
2. The Redemption for #RIDERAPIDKLFEEDEER is **limited to the first 1,000 per month for both Malaysian and Non-Malaysian**, for ride **made within the campaign period and is first comes, first-served based on the redemption registration timestamp and completeness of details**, and subject to **one (1) redemption per Customer only on monthly basis** The promotion when allocated Free MCP3 have been redeemed, or when the Purchase Period ends, whichever comes first.
3. The following groups of **persons shall not be eligible** to participate in this Promotion:
 - a) Permanent 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
 - b) Representatives, employees, servants and/or agents and/or partners and/or sponsors for the Promotion and/or service providers of the Organiser (including its affiliated and related companies, if applicable), and their immediate family members (children, parents, brothers, and sisters, including spouses).
4. The Organiser reserves the right to **reject or disqualify an Eligible Customer from participating in the redemption**, due to the followings:
 - a) where the order was not made within the Campaign period,
 - b) where the redemption was not made during the designated redemption period as stated in the redemption letter,
 - c) the redemption has been fully redeemed,
 - d) the Eligible Customer did not provide the compulsory documents such as a printed copy of redemption letter, the original receipt of the initial MCP3 purchase, and MyKad/MyTentera (for Malaysian) & Passport/MyPR (for non-Malaysian) during redemption for verification and validation purposes,
 - e) where the information in the redemption letter and/or receipt does not match the details in the MyKad/MyTentera/Passport/MyPR,
 - f) the Eligible Customer has committed or is suspected of committing any misconduct, fraudulent or wrongful acts, or
 - g) the Redemption has ended, or
 - h) the Eligible Customer does not fall under the definition of Item (1) under Promotion Eligibility and Mechanics section.
5. The E-wallet pin are not transferable or exchangeable for cash, credit or any kind and shall subject to such terms and conditions which the Organiser may impose.
6. If the Eligible Customer has redeemed the rider completion and it is lost, spoilt, damaged, broken, faulty and unreadable; No refund, reimbursements or appeals will be entertained.

General

1. By participating in this Promotion, Customers are deemed:
 - a) to have read, understood, and agreed to be bound by the terms and conditions stated herein (“Terms and Conditions”).

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- b) to have consented to Organiser to collect, record, hold, store, use and disclose their personal information for advertising, publicity, marketing, and communications purposes which are necessary or related to the participation in this Promotion.
 - c) to have released Organiser from any liability, losses, damages, and any kind of claims and actions in relation to this Promotion, including but not limited to those resulting from the acceptance, possession, use or misuse of the Pass.
 - d) to have agreed that their photos or video clips may be used for current or future advertising and/or publicity in relation to this Promotion without any claim for payment nor compensation.
2. The Organiser's customers shall not dispute nor make any oral or written complaints, public announcements, or statements on the same whether during or after the Promotion Period. The Organiser reserves the right to not disclose the method on determination of the Eligible Customers.
3. All rights and privileges herein granted to the Organiser are irrevocable and not subjected to rescission, restraint, or injunction under any and all circumstances. Under no circumstances shall the Eligible Customers have the right to injunctive relief or to restrain or otherwise interfere with the organisation of the Promotion, the production, distribution, exhibition and/or exploitation of the Promotion and/or any product based on and/or derived from the Promotion.
4. The Organiser is entitled to, at its discretion, disqualify/reject any participants who do not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with the Promotion and/or its process or the operations of this Promotion. Tampering shall include fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Promotion.
5. The Organiser reserves the right at its absolute discretion to vary, delete or add to any of these Terms and Conditions without any prior notice.
6. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Promotion.
7. The Organiser's decision on all matters relating to the Promotion shall be final, conclusive and binding. No further correspondence, appeals, protests or attempts to dispute the same shall be entertained in any event.
8. By participating in the Promotion, the Eligible Customers are deemed to have read, understood and agreed to be bound by the terms and conditions stated herein, to have consented and authorized the Organiser to disclose their particulars to the third-party service providers engaged by the Organiser, if any for purposes of the Promotion.
9. The Organiser warrants that the disclosure of such particulars to any third-party service providers shall be limited to the Eligible Customers' names, addresses, emails and telephone numbers and shall be used only in relation to and for purposes of the Promotion.
10. By participating in this Promotion, Eligible Customers agree and consent to allow his/her personal data being collected, processed, and used by Prasarana in

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accordance with the Organiser's Privacy Notice, which may be viewed on www.myrapid.com.my (the "Organiser Privacy Notice"). Eligible Customers are welcome to seek clarification from the Organiser should any of the Terms and Conditions be not fully understood.

11. The Organiser reserves the right to cancel, terminate or suspend the Redemption without prior notice. For the avoidance of doubt, any cancellation, termination, or suspension by the Organiser of the Promotion shall not entitle the customers to any claim or compensation against the Organiser and employees for any and all losses or damages suffered or incurred by the Eligible Customers as a direct or an indirect result of the act of cancellation, termination or suspension thereof.
12. Any terms and condition applicable to this Promotion which is illegal, prohibited, or unenforceable under any law or regulation shall be ineffective to the extent of such illegality, voidness, prohibition, or unenforceability without invalidating or vitiating the remain provisions.
13. This Terms and Conditions shall be governed by the laws of Malaysia and any dispute arising out of or in connection with the Promotion shall be referred to the exclusive jurisdiction of Malaysian Courts.

For more information and inquiries, 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.

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