

## FREQUENTLY ASKED QUESTIONS – JOM JALAN – JALAN WITH MYTOURIST PASS

**Purchase Period:** 21 December 2024 – 29 December 2024

**Redemption Period:** 6 January 2025 - 7 January 2025

No.	Question	Answer				
1	What is the “Jom Jalan-Jalan with MyTourist Pass” campaign?	<p>The “Jom Jalan-Jalan with MyTourist Pass” is a campaign for our Rapid KL customers who <b>purchase MyTourist 3-Day Pass (“MTP 3”) during the Purchase Period</b>. Upon purchase, customers will be eligible to <b>redeem one (1) free Rapid KL's 20th Anniversary special edition Touch 'n Go card (for to the first 300 redemptions only)</b></p> <p>To redeem, customers must retain and present the original receipt of the MTP 3 purchase and visit the KL Sentral LRT (East Wing) Customer Service Office during the designated redemption dates.</p>				
2	When is the Purchase Period, and when can I redeem the free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card?	<table border="1" data-bbox="724 810 1388 922"> <thead> <tr> <th data-bbox="724 810 1056 846">Purchase Period</th> <th data-bbox="1056 810 1388 846">Redemption Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="724 846 1056 922">21 December 2024 - 29 December 2024</td> <td data-bbox="1056 846 1388 922">6 January 2025 – 7 January 2025</td> </tr> </tbody> </table> <p><i>* To redeem, customers must retain and present the original receipt of the MTP 3 purchase.</i></p> <p><i>* Limited to the first 300 redemptions.</i></p>	Purchase Period	Redemption Period	21 December 2024 - 29 December 2024	6 January 2025 – 7 January 2025
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3	How do I be eligible to win the free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card?	<p>You must follow the following steps:</p> <ol style="list-style-type: none"> <li data-bbox="772 1200 1388 1473"> <b>1. Purchase MyTourist 3-Day Pass.</b>            Buy MyTourist 3-Day Pass at any Rapid KL Customer Service Offices (LRT, MRT, Monorail, BRT stations), selected Rapid KL Bus Hubs (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, Pearl Point and Puchong Utama) or online via MyRapid PULSE between 21 - 29 December 2024.         </li> <li data-bbox="772 1518 1388 1760"> <b>2. Redeem Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card</b> <ol style="list-style-type: none"> <li data-bbox="820 1585 1388 1653">(a) Present the original receipt of the MTP 3 purchase.</li> <li data-bbox="820 1659 1388 1760">(b) Visit the KL Sentral LRT (East Wing) Customer Service Office during the designated redemption period as stated.</li> </ol> </li> </ol> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li data-bbox="772 1832 1388 1899">(a) Only one (1) redemption per customer (while stocks last).</li> <li data-bbox="772 1906 1388 2004">(b) The Campaign ends when 300 units of Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card have been redeemed, or</li> </ol>				

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		when the purchase period ends, whichever comes first.
4	Am I entitled to redeem the Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card more than once?	No, each customer is only entitled to one (1) redemption for any purchase made throughout the purchase period, while stocks last.
5	I am an existing MTP 3-Day user. Can I enjoy this offer?	No, existing MTP 3 users who made purchases <u>before and after</u> the purchase period are not eligible for this offer. The purchase period is from 21 December 2024 - 29 December 2024 only.
6	Can I redeem the Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card after the redemption period?	Any late redemption of the Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card will not be entertained and will be forfeited.
7	Am I able to redeem the Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card if I do not present the original receipt of the MTP 3-Day pass purchase	No, you must present the original receipt of the MTP 3 purchase for verification purposes to redeem the Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card.
8	Will I be able to get a replacement card if the Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go Card is lost or damaged?	No replacement, reimbursements or appeals will be entertained if the Free Rapid KL's 20th Anniversary Special Edition Touch 'n Go is lost, spoiled, damaged, broken, faulty, or unreadable.

For more information and inquiries, please email us at [suggest@rapidkl.com.my](mailto:suggest@rapidkl.com.my) or contact us at +603 – 7885 2585 on Monday to Sunday from 6:00 am to 12:00 am.