

FREQUENTLY ASKED QUESTIONS – BELI & TEBUS MECHABOT TUMBLER

Campaign Period: 28 May – 29 June 2025

No.	Question.	Answer.
1	What is this 'Beli & Tebus Mechabot Tumbler' campaign?	<p>The 'Beli & Tebus Mechabot Tumbler' campaign seeks to reward customers who purchase a MyTourist 3-Day Pass via the MyRapid PULSE app (in a single transaction) during the campaign period and will receive an exclusive Mechabot tumbler.</p> <p>Important Notes:</p> <ul style="list-style-type: none"> The pass activation and tumbler redemption must be done simultaneously and at the same selected stations (KL Sentral East Wing and Ampang LRT stations). Customer to receive one (1) tumbler for each one (1) MyTourist 3-Day Pass purchase per transaction. Capped to a total of 1,000 verified and successful purchases only. Based on first come, first serve basis and while stocks last. <p>For full terms and conditions, please visit www.myrapid.com.my</p>
2	What is the campaign period?	The campaign starts on 28 May 2025 at "6:00am" and will end on 29 June 2025 at "11:59pm", or while stocks last.
3	Who is eligible to participate?	Anyone who purchases a MyTourist 3-Day Pass via MyRapid PULSE app during the campaign period is eligible.

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4	How do I join this campaign?	<p>You must follow these steps to participate:</p> <ol style="list-style-type: none"> 1. Purchase the MyTourist 3-Day Pass (Malaysian) x Mechamoto or MyTourist 3-Day Pass (Non – Malaysian) x Mechamoto via MyRapid PULSE app. 2. Present the QR code received via email to redeem and activate your pass at one of the selected stations: <ul style="list-style-type: none"> • Ampang LRT Station • KL Sentral LRT Station (East Wing) 3. Claim your Mechabot tumbler at the counter.
5	Can I purchase more than one (1) MyTourist 3-Day Pass in the same transaction?	No. For this campaign, only one (1) MyTourist 3-Day Pass can be purchased per transaction.
6	How many Mechabot tumbler am I entitled to claimed?	Each purchase is entitled to one (1) Mechabot tumbler only. This campaign is capped to a total of 1,000 purchases, inclusive of both MyTourist 3-Day Pass (Malaysian) x Mechamoto and MyTourist 3-Day Pass (Non – Malaysian) x Mechamoto purchases. First come, first serve basis.
7	Do I need a Touch 'n Go card to purchase MyTourist 3-Day Pass?	Yes, you will need a valid Touch 'n Go card to activate the pass.
8	Can I use MyKad to activate MyTourist 3-Day Pass?	Yes, you can use MyKad and MyTentera that has Touch 'n Go function to activate the pass.
9	I purchase MyTourist 3-Day Pass offline at one of the stations. Can I redeem this Mechabot tumbler?	No, only online purchases made via MyRapid PULSE app eligible for the redemption.
10	What is the minimum age to participate in this campaign?	This Campaign is open to all Rapid KL customers aged 18 and above as of the date when the Campaign commences. For children below 18 years of age, they will require an adult/parent/guardian consent. All

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11	Do I need to ensure my information is correct when purchasing the pass?	Yes, you must ensure that all information provided during the online purchase via MyRapid PULSE app is accurate and complete. Incorrect details may result in unsuccessful activation or redemption of the exclusive Mechabot tumbler.
12	Can I activate the pass at other stations and redeem the Mechabot tumbler at one of the two above-mentioned stations?	No. Activation of the passes and the redemption of the exclusive Mechabot tumbler must be made simultaneously at the same time and date at the selected station.

For more information and enquiries, please Email us at suggest@rapidkl.com.my or Contact Us at 03 – 7885 2585 on Monday to Sunday, from 6.00 am to 12.00 am.