

1. **What is Touch 'n Go card?**

- a. It is a prepaid smartcard that uses Mifare contactless technology. Mifare is the international de facto standard for contactless smartcard.

Information contain in this card can be read and written via magnetic induction using specified radio frequency and smartcard software.

Touch 'n Go card can be use as a mode of payment for highways, public transports, selected parking, retail and theme parks.

Each time a user uses the Touch 'n Go card, the electronic card reader will deduct the exact fare from the value stored inside the card. User can top-up or reload the card with a pre-defined amount to continue using it.

2. **Where can I get a Touch 'n Go card?**

- . Touch 'n Go card can be purchase from our Touch 'n Go Hubs, Touch 'n Go SPOTs a selected petrol stations and Touch 'n Go Sales Counters located at highways such as PLUS, ELITE, Ampang KL Elevated Highway, Penang Bridge, Besraya, SILK, Linkedua, New Pantai Expressway, Metramac and Shapadu.

You can also get a Touch 'n Go card from selected PETRONAS Stations, LRT Stations and third party agents. Please click [here](#) to search for the location near you.

3. **How can I apply a Touch 'n Go card?**

Customer can purchase at Touch 'n Go Sales counter. The card costs RM10.60 each and comes with a one-month warranty period.

Customer can choose a reload value from RM10, RM20, RM35, RM50, RM100, RM200 and RM500.

4. **Is there a warranty period for Touch 'n Go card?**

- . Yes. All new Touch 'n Go cards come with a one-month warranty period. If the card is faulty during this period, customer will get a card replacement free-of-charge.

However, the Touch 'n Go card has been tested to last around 64,000 transactions or equivalent to 10-year lifespan for a very heavy user.

5. How can I reload my Touch 'n Go card?

- . Customer needs to present the card at Touch 'n Go Sales Counters. Choose the reload value (min: RM10, max: RM500). Pay the amount and the Customer Service Attendant will do the reloading process. Once completed, customer will be provided with a printed reload receipt. For reload at banks ATM/CDM, kindly follow the on-screen instructions to reload your Touch 'n Go card.

6. Is there a maximum value/limit that can be stored in the card?

- . Yes. For security reason, each Touch 'n Go card can store only up to RM1500.

7. Where can I reload?

- . We provide reload facilities at Touch 'n Go Hubs, Touch 'n Go SPOTs at selected petrol stations, Touch 'n Go Sales Counters and Lorong Tambah Nilai at highways, selected petrol stations, selected SSK, STAR & PUTRA LRT, KTM Komuter, ATMs at CIMB, Maybank, AmBank, Bank Muamalat and RHB, Cash Deposit Machines at AmBank and Maybank and third party reload agents. We wish to inform that Petrol Stations and other authorised agents are categorised as independent agents. The appointment of these agents is to further expand our reload network, for the convenience of our customers. The additional service fee is to cover their operating costs.

Please refer table below for the service charge imposed by each operator.

| No. | Operator | Service Charge |
|-----|---|----------------|
| 1. | Highways | Nil |
| 2. | Public transports (LRT/KTM Komuter) | Nil |
| 3. | Touch 'n Go SPOT at Petrol Stations | Nil |
| 4. | CIMB Bank ATMs (users must have an ATM account) | Nil |
| 5. | Bank ATMs (users must have an ATM account) | RM0.53 |
| 6. | Bank CDMs (open to all customers)w | RM0.53 |
| 7. | Third party agents | RM0.53 |
| 8. | Petrol Stations | RM0.53 |

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Please click [here](#) to search for the location near you.

8. How to use the Touch 'n Go card? Do you swipe? Insert?

- . The name Touch 'n Go basically tells us how to use the card. Just “touch” the card on the card reader. You may use either side of the card.

The system will emit a “beep” sound to indicate that the transaction is successful.

The automatic lane barrier or flap gate will open and you may continue with your journey.

9. What are the benefits of using Touch 'n Go?

- . One card for all – toll, parking, public transport, retail and theme park..
- a. Dedicated toll lanes.
- b. No need to prepare for exact change.
- c. No need to wait for attendant to give you the small change.
- d. No fumbling for cash at the gate/toll.
- e. Fast and convenient.

10. How do I check the balance of my Touch 'n Go card?

- . Check the LED screen when you use your card at the Touch 'n Go lane.
- a. Check the LED screen on your SmartTAG.
- b. Call our Careline Centre at 03-27148888 (operational from 7am to 10pm daily, including public holidays).
- c. Through [MYTouchnGo Portal](#) in our website.
- d. Visit Touch 'n Go sales counter

11. Why Touch 'n Go customers are subjected to pay additional parking surcharge?

- . The additional charges served as service fee for the extra convenience offered and to cover the maintenance and operation costs of the system, on top of the conventional ticketing system service.

Benefits enjoyed by the end-users in using Touch 'n Go service are:

- Time saving - Unnecessary time wasting to find autopay machines
- Hassle Free - No queuing at the autopay especially when there are few machines available
- Safety - Especially for ladies and senior citizens at night when the autopay machines are located at a remote area within the building
- Convenience - Cashless; no notes, coins shortage or change worries

- Efficient - Maximize the quality time with family and friends

12. Will there be any GST charges when I purchase a Touch 'n Go card?

- The Malaysian Goods & Services Tax (GST) will be imposed on fees/charges due and payable upon GST implementation and where GST is applicable. It is chargeable to goods and services by the company to customers from 1 April 2015.

Lost Card

1. Can I get my money back if my Touch 'n Go card is lost or stolen?

- a. Yes. It is very important that you register your Touch 'n Go card so that we can verify the user details to process the refund.

How do I know if I am a registered user?

- b. To check your registration status, please call our Careline at 03-2714 8888 (operational from 7am to 10pm daily, including public holidays).

How do I register my Touch 'n Go card?

- c. For existing users, please call our Careline at 03-2714 8888 or login to our Touch 'n Go Portal to update your registered details whenever you changed your contact details.
- d. [Register on-line](#) through our website.

2. How can I block/blacklist/cancel my Touch 'n Go card?

- Contact our Careline Centre:
 - Telephone: 03-2714 8888 (Operational from 7am to 10pm daily, including public holidays)
 - Fax: 03-2714 8889

Dormant/Inactive Card

1. What is the definition of DORMANT or INACTIVE TOUCH 'n GO CARD?

- a. Under the Terms & Conditions of Touch 'n Go card, an inactive card is defined as a card which has not had any Card Transactions by way of Add Value Transaction or which has not had any utilisation of its pre-paid balances with any Service Providers for a consecutive period of 12 months.
2. **How to keep my Touch 'n Go card active?**
 - . Your card will remain active as long as you reload or use at least once a year.
 3. **What do I do if my Touch 'n Go card has been deactivated?**
 - . Please visit our counter to surrender your card and get back your unutilised card balance (subject to the [terms & conditions](#))
 4. **Why TNGSB needs to deactivate dormant card?**
 - . There is quite a number of dormant or inactive Touch 'n Go cards in our system. These dormant cards have caused unnecessary load that prevent the system from operating optimally, thus affecting our service level to all active users. By deactivating these non-active cards, we will be able to streamline our system to improve system efficiency and to provide good services to all our customers.
 5. **Will there be a fee when a card is deactivated?**
 - . Once a card is deactivated, an DORMANT FEE of RM5.30 will be imposed immediately and deducted from the deposit or unutilised card balance.
 - a. In the event of a deactivated card continues to remain inactive, RM5.30 will be charged and deducted from the said deposit or unutilised card balance once every six (6) months.
 6. **Why TNGSB imposes a maintenance fee once every six months?**
 - a. This is to urge customers to quickly visit our counter to claim the unutilised card balance (subject to the [terms & conditions](#)).

Illegal Reload

1. **What is illegal reload?**
 - a. Illegal reload refers to any top up/reload activities offered by unauthorised party.

Their modus operandi is by offering customers a big reload sum at a smaller

fee. For a complete list of authorised counters, please [click here](#).

TNGSB strongly advised all customers to only reload from our list of authorised counters.

If an illegal reload has been detected, the Touch 'n Go card will be BLACKLISTED immediately. The card and all its balance will be forfeited and forwarded to the authority for investigation.

2. How do I get e-statement?

- . Customer will be able to obtain their e-statement via Touch 'n Go Portal.

3. What should I do if my card has been invalidated?

- . Please return the card at any Touch 'n Go counter or you may mail it to us for further investigation.

The receipt of purchase and reload are also vital for our investigation.

For investigation purposes, we may request information such as:

- Place/Location of card reloads
- Date/Time of reloads
- Amount of reloads
- Contact telephone no and address

4. How do I know that a counter is an authorized Touch 'n Go outlet?

- . The list of all authorized counters are published and updated regularly on our website.

We also display the counter list through posters and notices at service providers' locations and rest areas.

If you are in doubt, please call our Careline at 03-2714 8888 to check out our authorized reload counters.

5. Why can't I be refunded?

- . Clause 2.3.6 of the Terms and Conditions governing the usage of the card clearly states that Touch 'n Go Sdn. Bhd. shall not refund any deposit or the remaining balance on the lost, stolen or fraudulent Touch 'n Go card.

6. Does this mean that Touch 'n Go card can be cloned?

- . No. Every Touch 'n Go card is unique and carry different manufacturing number. It is equipped with high security features and developed to Mifare Plus.

Touch 'n Go And SmartTAG Lanes

1. **Certain highways do not have enough Touch 'n Go and SmartTAG lanes. When is TNGSB going to increase the lane?**

- a. The number of Touch 'n Go and SmartTAG lane is under the purview of highway operators/service providers. The decision to increase the lane is based on traffic forecast by these operators. TNGSB is working closely with all highway operators to monitor the lane utilisation, and would advise to increase the lane when the existing Touch 'n Go and SmartTAG lanes are utilised at optimum level.

2. **Why Touch 'n Go and SmartTAG lanes are not consistently placed at the toll plazas?**

- . The number of Touch 'n Go and SmartTAG lane is under the purview of highway operators/service providers. TNGSB is working closely with all highway operators and the Malaysian Highway Authority to resolve this problem.

3. **Who should I contact when the Touch 'n Go or SmartTAG lanes are faulty?**

- . You may call our Careline at 03-2714 8888. We will then communicate the problem to the service providers.

Faulty Card - Card Condition: Bad (Warped/Bent/Cut)

1. **What should I do if my Touch 'n Go card is damaged?**

- a. You may surrender the faulty card at any of the Touch 'n Go Sales Counters. Location as below :

Touch 'n Go Hubs

[Touch 'n Go SPOTs](#)

Customer Service Centres along:

PLUS Highway

Ampang-KL Elevated Highway (AKLEH)

ELITE Highway

LINKEDUA Highway

Butterworth Kulim Expressway
Penang Bridge

2. How quickly will my faulty card be replaced?

- . Depending on the card problem, it will be replaced within 14 (fourteen) days.

3. If I am unable to go to any of your Touch 'n Go Sales Counters, what are the other alternatives?

- . Please return the card to us at:
Touch 'n Go Sdn. Bhd.
Tower 6, Avenue 5
The Horizon, Bangsar South
No. 8, Jalan Kerinchi
59200 Kuala Lumpur

4. Is there a fee to replace my card if its physical condition is bad?

- . If the faulty card is physically not in good condition, a fee of RM10.60 for card price will be charged for replacement card. Upon that also, the card will be given 1 (one) month warranty on manufacturing default.

Maximum Charge

1. Why am I being charged many times more than what I should pay?

- a. Touch 'n Go calculates the payable fare based on entry and exit information, i.e. time and distance.

When there is no information to determine the service length or distance, then a maximum charge will be imposed. This is the same when a person loses a parking/transit ticket.

Based on our records, most of these cases are resulted from improper usage, such as:

- Customer accidentally used two different Touch 'n Go cards to enter and exit the Touch 'n Go lane.
- Customer chose cash payment by taking a transit ticket at the entry but exited with Touch 'n Go card and vice versa.
- Customer entered and exit at the same toll plaza (illegal u-turn).
- Customer's entry/exit data was not captured by the system due to improper way of using SmartTAG, i.e. having weak SmartTAG battery, travelling too fast at the SmartTAG lane and following too close from the front vehicle.

We urge customers to always monitor the card balance & report any discrepancy to TNGSB as soon as possible.

2. What do I do when I have been overcharged?

- . Please fill in a complaint form "Borang Aduan" (BA) at any Touch 'n Go counter. You may also call our Careline at 03-2714 8888, Fax: 03-2714 8889 or email to: careline@touchngo.com.my

You will be given a complaint acknowledgement slip with a serial number for reference. If the complaint is made through the Careline, a complaint number will be given when you make the report.

TNGSB will submit your complaint details to the service providers for investigation and refund approval.

3. Does TNGSB refund the overcharged amount to customer?

- . Refund would be made on a case-to-case basis, depending on approval from the relevant toll operators/service providers.

Currently, only penalty cases at PLUS, ELITE, BKE & LINKEDUA with amount of less than RM100 can get the refund immediately by reloading back value into the particular card. The card must also be an individual manual card (not autoreload i.e. Zing, Fleet XS or Biz XS). For other cases, normal procedure will apply and refund will be done either via cheque or bank credit to customer's account within 30 days.

4. How long would it take to get my refund?

- . It will take around 30 days. However, we are looking for ways to speed up this process.

5. Why does it take so long to process the refund?

- . Customer must lodge a report by filling in a complaint form at Touch 'n Go counter or call us at 03-2714 8888. Then TNGSB will provide the information to the relevant service provider for their investigation. The service provider will approve or disapprove the claim. If the claim is approved, TNGSB will prepare a cheque and send it to customer via mail.

6. Why can't TNGSB credit the refund straight into customers' account/card instead of paying through cheque?

- . Refund is made via cheque to ensure the money is returned to the rightful owner of the card. Apart from that, it is also for accounting purposes.

We are looking into the possibility of automating the refund process and hopefully would be able to refund directly into customers' card or account in the future.

7. Can I get an immediate refund?

- . No. We are unable to give immediate refunds to prevent any dispute with the service providers/operators.

User Registration

1. Why do I need to register my Touch 'n Go card?

- a. We encourage users to register the card to enjoy value-added benefits offered by TNGSB, which may be added from time to time. For now, customer immediately get benefits are as follow:

- Refund claims when the card is lost or stolen.
- Free e-statement for user to track Touch 'n Go transaction record.

2. How do I register my Touch 'n Go card?

- . There are three ways to register:
 - The easiest and fastest way to register is to log on to www.touchngo.com.my and [register on-line](#).
 - Call our Careline Centre at 03-2714 8888 to verify and update the contact details.
 - Fill in the registration form at Touch 'n Go counter.

3. What is TNGSB going to do with the registered information?

- . To verify user information for lost card or refund claims.

Market research to help us tailor our services and future marketing activities towards customers' needs.

4. Is my information safe with TNGSB?

- . TNGSB treats all users' data confidentially and do not sell or disclose it to third parties for commercial gains.

5. Does Touch 'n Go have a privacy policy for user data?

- . Yes. TNGSB's operation is governed by Bank Negara regulation because of its nature of business that involves cash transaction.

Apart from that, it is the policy of TNGSB to treat all users' data as strictly confidential because Touch 'n Go is regarded as an electronic purse that requires tight security.

6. Does Touch 'n Go share user data and card usage data with Government departments e.g. Road Transport Department or the police?

- . It depends on the purpose of such action. We will provide assistance to disclose relevant data for law enforcement based on case-to-case basis.

7. How do I get e-statement?

- . [Register on-line](http://www.touchngo.com.my) at www.touchngo.com.my
- a. Wait for account activation (usually takes around 48 hours)
- b. Log into your MYTouchnGo Portal account with your user name and password to start viewing your transaction record.

MYTouchnGo Portal

1. What is MYTouchnGo Portal?

- a. [MYTouchnGo](http://www.touchngo.com.my) is a value-added service offered by Touch 'n Go Sdn Bhd to enable customers to monitor card usage on-line via Touch 'n Go website at www.touchngo.com.my

The e-statement provides records such as date, time, point-of-usage (entry and exit), fare amount and reload information.

It provides transaction records that took place 48 hours and keeps transaction history for the last 90 days.

ATM Reload

1. Where can I reload my card through ATM?

- a. You may reload your Touch 'n Go card at selected ATM/CDM nationwide. Currently the participating Banks are CIMB Bank, Maybank, AmBank Bank Muamalat, and RHB Bank.

Please click [here](#) to search for the location near you.

2. How do I top-up or reload my card through ATM?

- . First, you need to find an ATM with Touch 'n Go sticker. Slot in your ATM card and key-in your ATM Personal Identification Number as usual.

From the main menu, select "Touch 'n Go" menu. The instructions on the ATM screen will guide you through the rest of the process.

3. Does the reload services at ATM operate 24 hours a day?

- . It is subject to the each ATM's operating hours.

4. What are the reload denominations? What is the minimum reload amount?

- . The minimum reload amount is RM50.00. You can reload your card from 8 (eight) denominations ranging from RM50, RM100, RM150, RM200, RM250, RM300, RM400 and RM500.

5. How do I know that my card has been reloaded?

- . The screen will show your last account balance. You will be given a receipt that will print your new Touch 'n Go balance and also your account balance.

6. Do I have to key-in other PIN during reloading process?

- . You only have to key-in your ATM PIN before you can proceed to Touch 'n Go reload screen. It does not require any additional PIN when making the transaction.

7. If I want to reload more than three Touch 'n Go cards consecutively through one ATM card, will it interrupt my next withdrawal on the same day?

- . You are allowed to make up to three (3) transactions at ATM daily. Therefore, it will interrupt your next withdrawal if it is done on the same day.

Please refer table below for the service charge imposed by each operator.

| No. | Operator | Service Charge |
|-----|---|----------------|
| 1. | Highways | Nil |
| 2. | Public transports (LRT/KTM Komuter) | Nil |
| 3. | Touch 'n Go SPOT at Petrol Stations | Nil |
| 4. | CIMB Bank ATMs (users must have an ATM account) | Nil |
| 5. | Bank ATMs (users must have an ATM account) | RM0.53 |
| 6. | Bank CDMs (open to all customers) | RM0.53 |
| 7. | Third party agents | RM0.53 |
| 8. | Petrol Stations | RM0.53 |

a.

Please click [here](#) to search for the location near you.

8. Can I cancel the reload transaction once it has been completed?

- . You cannot cancel the transaction once the card has been reloaded.

9. Where do I lodge a complaint if my card is not reloaded accordingly?

- . You may lodge your complaint with the bank or any Touch 'n Go Sales Counters or call our Careline at 03-2714 8888.

Please also enclosed the ATM reloads receipt with the complaint form or fax to us at 03-2714 8889 for verification.

Refund will be processed within 30 days.

10. If my account has been debited and the card was not successfully reloaded at ATM, what should I do?

- . Please fax your ATM reload receipt at 03-2714 8889 or visit the bank's branches, lodge your complaint and attached your refill receipt. Upon completion of investigation, we will refund within 30 days.

11. Is there any fee for ATM Reload service?

- . Yes. The bank charges RM0.53 for every reload transaction at ATM/CDM Machine. Except for CIMB Bank.

12. Can I reload other person card using my ATM card?

- . Yes, you can reload other cards using your ATM card. Please retain the receipt for future reference.

13. Can I reload my Touch 'n Go Zing / Autoreload card at the ATM?

- . NO. This cards are auto reload cards

Only manual card can be reloaded through ATM.

14. Can I reload my Touch 'n Go card half way through my journey, i.e. at the Rest Area along the highway?

- . Yes, you may reload your card and use it as usual. There will be no interruption to your usage.

15. Can I check my card balance at ATM without reloading the card?

- . Yes, you may check your card balance at ATM. Just follow the instruction on ATM screen after you have inserted your ATM card. The service is free-of-charge.
- 16. Will the reload transaction be reflected in my Touch 'n Go e-statement whenever I reload at ATM machine?**
- . Yes. The statement will show the date, time and amount of reload just like any other transaction done at sales and reload counter.

Faulty Card - Card Condition: Good

1. Why is my Touch 'n Go card not functioning?

- a. This is probably caused by faulty electronic chip embedded in the card.

2. What should I do if my Touch 'n Go card is damaged?

- . You may surrender the faulty card at any of the Touch 'n Go Sales Counters. Location as below:

Touch 'n Go Hubs
Touch 'n Go SPOTs

Customer Service Centres along:
PLUS Highway
Ampang-KL Elevated Highway (AKLEH)
ELITE Highway
LINKEDUA Highway
Butterworth Kulim Expressway
Penang Bridge

3. If I am unable to go to any of your Touch 'n Go Sales Counters, what are the other alternatives?

- . Please return the card to us at:

Touch 'n Go Sdn. Bhd.
Tower 6, Avenue 5
The Horizon, Bangsar South
No. 8, Jalan Kerinchi
59200 Kuala Lumpur

4. If my physical card condition is good but the card is faulty, is there a fee to get a replacement card?

- . If the card is readable and you are the registered owner of the card in the system as well as the card is within warranty period, an immediate replacement will be given without any additional fee.

5. Can I authorize other person to do it for me?

- . Yes, you can. Please ensure the person brings along an authorisation letter.

6. Will I get a free Touch 'n Go card?

- . If the faulty card is physically not in a good condition, a card price of RM10.60 will be charged for replacement card. In addition, the new card will be given 1 month manufacturer's warranty.