

CARD RELOAD

1. Where can I reload my TNG card?

- You can reload at more than 11,000 reload points across Malaysia. Click [here](#) for the full list of locations.

2. How much can I reload into my TNG card?

- You can reload your TNG card with a minimum value of RM10 and a maximum value of RM1,500.

3. What forms of payment are accepted to reload my TNG card?

- You can reload your TNG card using cash, debit and credit card at one of the many reload points across Malaysia.

4. Is there a reload fee charged for reloading my TNG card? Where can I reload my TNG card with NO reload fees?

- For reload locations with no reload fee, please refer [here](#).

5. How can I check my TNG card balance?

- If you are using your card for toll, you can check the balance on the LED screen at the lane. You can also check at a TNG self-service kiosk.
- If you have added your TNG card to your TNG eWallet under the PayDirect™ feature, you can check your balance in your eWallet app. You may also check your TNG card balance via [MYTouchnGo Portal](#).

6. Can I reload my TNG card via the Touch 'n Go eWallet?

- No, you cannot reload your TNG card via the Touch 'n Go eWallet mobile app. The TNG card is a smartcard using a Mifare chip and transactions can only take place upon contact with a TNG card reader.
- However, there is a feature called PayDirect™ in your Touch 'n Go eWallet when you link your card to your eWallet. For more information, please visit [here](#).

7. Can I cancel my reload transaction once it has been completed?

- No, you cannot cancel your reload transaction once it has been accepted by the system and your TNG card has been reloaded.

8. What do I do if my TNG card was not reloaded successfully?

- If you have reloaded at a self-service kiosk or bank ATM, immediately contact the phone number displayed at the terminal for further assistance.
- You can also get in touch with our Customer Support team via email at careline@touchngo.com.my