



Frequently Asked Questions (FAQ)

1. What is Touch 'n Go Card?

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 Gocard?

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 RM10.00 each and comes with a one-month warranty period.

Customer can choose a reload value from RM10, RM20, RM30, 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?

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

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?

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

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

- a. Check the LED screen when you use your card at the Touch 'n Go lane.
- b. Check the LED screen on your SmartTAG.
- c. Through [MYTouchnGo Portal](#) in our website.
- d. Visit Touch 'n Go sales counter



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

The prices herein stated are subject to zero-rated (0%) GST. The Goods and Services Tax (GST) will be zero-rated effective on 1 June 2018 as announced by Ministry of Finance.

Lost Card

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

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?

To check your registration status, please email us at careline@touchngo.com.my

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

- a. For existing users, login to our Touch 'n Go Portal to update your registered details whenever you changed your contact details.
- b. [Register on-line](#) through our website.

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

Email us at careline@touchngo.com.my



Dormant/Inactive Card

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

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, a DORMANT FEE of RM5.00 will be imposed immediately and deducted from the deposit or unutilised card balance.

In the event of a deactivated card continues to remain inactive, RM5.00 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?

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 is published and updated regularly on our website.

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

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?

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?

Contact us via email at careline@touchngo.com.my . 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?

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. 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 RM10.00 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?

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:

- a. Customer accidentally used two different Touch 'n Go cards to enter and exit the Touch 'n Go lane.
- b. Customer chose cash payment by taking a transit ticket at the entry but exited with Touch 'n Go card and vice versa.
- c. Go card and vice versa.
- d. Customer entered and exit at the same toll plaza (illegal u-turn).
- e. 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. 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.

3. 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.



4. 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.

5. 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?

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:

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

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

The easiest and fastest way to register is to log on to www.touchngo.com.my and [register on-line](#).

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?

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



MYTouchnGo Portal

What is MYTouchnGo Portal?

MYTouchnGo 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 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?

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

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

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

8. 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 email us at careline@touchngo.com.my

Please also enclosed the ATM reloads receipt with the complaint form and email us.

Refund will be processed within 30 days.

9. Is there any fee for ATM Reload service?

Yes. The bank charges RM0.50 for every reload transaction at ATM/CDM Machine. Except for CIMB Bank.

10. Can I reload another person card using my ATM card?

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

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

NO. This card is an auto reload card. Only manual card can be reloaded through ATM.

12. Can I reload my Touch 'n Go card halfway 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.

13. 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.

14. Will the reload transaction be reflected in my Touch 'n Go 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?

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 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.

4. Can I authorize another person to do it for me?

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

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

If the faulty card is physically not in a good condition, a card price of RM10.00 will be charged for replacement card. In addition, the new card will be given 1-month manufacturer's warrant.