



### **Important Notes:**

1. The e-Refund form service is offered to customers who have registered their card at Touch 'n Go Portal. For those who have yet to register, kindly ensure your card is still active\* prior to registering the card via the link below:  
<https://tngportal.touchngo.com.my/tngPortal/register/card.do?execution=e2s1>
2. Any refund request for unregistered inactive card, you may contact Touch 'n Go Careline at 03-27148888.
3. Refund payment will only be credited into customer's bank account maintains in Malaysia. Please ensure that the Bank Account Holder's Name and Customer ID match with Registered Card owner details.
4. Refund request will be processed within thirty (30) days from the date of e-Refund form submitted by customer.
5. For lost and stolen card refund request, the total refund amount will be based on the available card balance in the system upon validation by Touch 'n Go Sdn. Bhd.
6. For further assistance, please contact Touch 'n Go Careline at;
  - Facebook and Twitter @MyTouchnGo
  - SMS TNG < your query > SEND to 36266
  - Email to [careline@touchngo.com.my](mailto:careline@touchngo.com.my)
  - Telephone 03-2714 8888 (7am to 10pm, daily including weekends and public holidays)
7. Visit e-Refund portal to find out more  
<https://www.touchngo.com.my/eservices/Step0.aspx>

*Note: \*An active card means at least one (1) transaction in a year.*



### **Maklumat penting:**

1. Perkhidmatan borang e-Refund ditawarkan kepada pelanggan yang telah mendaftarkan kad mereka di portal Touch 'n Go. Bagi pelanggan yang belum mendaftarkan kad, sila pastikan kad anda masih aktif\* sebelum mendaftarkan kad itu melalui pautan di bawah:

<https://tngportal.touchngo.com.my/tngPortal/register/card.do?execution=e2s1>

2. Sebarang permohonan pemulangan baki bagi kad tidak aktif yang belum berdaftar, anda boleh hubungi Careline Touch 'n Go di talian 03-27148888.
3. Pemulangan baki hanya akan dikreditkan ke dalam akaun pelanggan di Malaysia sahaja. Sila pastikan Nama Pemilik Akaun dan ID Pelanggan menyamai butir-butir pemilik Kad Berdaftar.
4. Permohonan pemulangan baki akan diproses dalam tempoh 30 hari bermula daripada tarikh borang e-Refund diserahkan oleh pelanggan.
5. Bagi permohonan pemulangan baki kad yang hilang atau dicuri, kadar pemulangan penuh adalah mengikut baki kad dalam sistem selepas disahkan oleh Touch 'n Go Sdn. Bhd.
6. Bagi bantuan selanjutnya, sila hubungi Careline Touch 'n Go di;
  - Facebook dan Twitter @MyTouchnGo
  - SMS TNG < pertanyaan > HANTAR ke 36266
  - Email ke [careline@touchngo.com.my](mailto:careline@touchngo.com.my)
  - Telefon 03-2714 8888 (7 pagi hingga 10 malam, setiap hari termasuk hujung minggu dan cuti umum).
7. Layari portal e-Refund untuk maklumat lanjut  
<https://www.touchngo.com.my/eservices/Step0.aspx>

*Nota: \*Maksud kad aktif adalah sekurang-kurangnya sekali (1) transaksi dalam masa setahun.*