

# PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take up the Business Card. Be sure to also read Business Card's Terms and Conditions Products and Services.

## Touch 'n Go Business Card

As of 1 August 2025

### 1. What is the Touch 'n Go Business Card?

The Touch 'n Go Business Card is Malaysia's first and only NFC-enabled business card that seamlessly combines digital contact sharing, mobility service payments, and corporate building access all in one smart card.

Effortlessly share your contact details by simply tapping the card on any NFC-enabled smartphone. Alternatively, recipients can scan the QR code printed on the card for instant access to your information.

Beyond networking, the Touch 'n Go Business Card functions just like the Enhanced Touch 'n Go NFC Card, enabling convenient payments for mobility services such as tolls, public transport, and parking. Additionally, the card can be configured for secure building access and used as a season parking pass. These features are subject to the building's access control system and require compatible readers that support ISO14443-3 Type A / MIFARE card standards.

You can use your Business Card for the following:

- **Digital Contact Sharing**  
Instantly share your professional profile (name, title, company, email, phone number, etc.) by tapping the NFC card on an NFC-enabled mobile device.
- **Corporate Access**  
Grants authorized entry to buildings (e.g., office towers or workspaces) when integrated with company access systems. Enables building access for staff.
- **Touch 'n Go NFC Functionality**  
Doubles as an enhanced TNG card, enabling eWallet reloads, transportation access, and payment use cases (where applicable).

#### Getting Started with the Touch 'n Go Business Card:

##### Contact Our Sales Team

Begin by reaching out to our dedicated sales team to initiate the onboarding process, [tradingsales.enquiries@touchngo.com.my](mailto:tradingsales.enquiries@touchngo.com.my)

##### Complete Account Registration

If you're a new Touch 'n Go customer, you'll need to submit an account opening application along with the required supporting documents.

##### Submit Card Design & Payment

Share your company's business card artwork and arrange for payment to proceed with production.

##### Set Up Your Profile

Log in to the Touch 'n Go Business Portal to create your company and staff profiles. Once completed, submit your print request through the portal.

### Card Delivery

After printing is complete, Touch 'n Go will deliver the personalized business cards directly to your company.

## 2. What are the key terms of this product?

- You are reminded to register your Touch n' Go Business Card via TNGSB Portal at <https://tngportal.touchngo.com.my/#login> or TNGSB Careline at 03- 2714 8888
- The Touch n' Go Business Card has a lifespan of seven (7) years, or any other period as determined by TNGSB. Please refer to the Enhanced Touch 'n Go Card Terms and Condition at this link for latest information.
- You are required to complete your e-Know Your Customer (eKYC) on your Touch 'n Go eWallet to be able to reload the card via the Touch 'n Go eWallet. If this is not feasible, you may still reload the card via physical touchpoints listed in Section 2.
- The maximum card limit or maximum reload value of a card is RM1,500.00 at any point of time.
- You are allowed to reload a minimum of RM10 and a maximum of RM500 via the Touch n' Go eWallet. For the physical touchpoints, it will be as stipulated by the relevant TNGSB authorized operators

## 3. What are the fees and charges I will have to pay?

<b>Card Price</b>	<ul style="list-style-type: none"><li>Based on quantity ordered (Tiered-price model)</li><li>Prices will be shared upon quotation request from TNG Sales Department and varies depending on total card volume ordered</li></ul>		
<b>Card Replacement</b>	<ul style="list-style-type: none"><li>Card that is faulty/malfunction will be replaced within thirty (30) days based on TNGSB's product warranty from date of delivery, without any charges.</li><li>After thirty (30) days, to replace any Business Cards, TNGSB will utilise any purchased but unused Business Cards held by the Company. If the available purchased Business Cards is insufficient, the Company is required to submit a new order for additional Business Cards in accordance with Clause 5 (Application and Issuance of Business Cards and Additional Business Cards).</li></ul>		
<b>Sample Card</b>	Available upon meeting the Minimum Order Quantity (MOQ), or an additional fee might be charged.		
<b>Delivery Fees</b>	A separate delivery fee will be applied for each order including for new order and subsequent orders. A standard delivery fee of RM8 will be applicable. Additional fees may occur for larger volume quantity and vary according to the actual volume.		
<b>Reload Service Fee</b>	<b>No.</b>	<b>Operators</b>	<b>Service Charge (RM) per reload denomination</b>
	1	Touch 'n Go eWallet	Nil
	2	Highways	Nil
	3	Touch 'n Go SPOT at Petrol Stations	Nil
	4	CIMB Bank ATMs (users must have CIMB Account)	Nil
	5	Public Transports (KTM)	Nil
	6	Public Transport (LRT)	0.50
	7	Bank ATMs (users must have an ATM account)	0.50
	8	Bank CDMs (open to all customers)	0.50
	9	Third Party Agents	0.50
	10	Petrol Stations	0.50

<b>Sales &amp; Services Tax (SST)</b>	The prices herein stated are subject to zero-rated (0%) SST.
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#### 4. What are the major risks?

You will be liable for losses due to your failure to safeguard your Touch 'n Go Business Card

In the event that your card is stolen or lost, there is a possibility of unauthorized usage. You should notify TNGSB immediately and TNGSB will assist you in ceasing the account, as your card may still be used by any unauthorized third party. TNGSB shall not be liable for any unauthorized use of card

Failure to meet data-related responsibilities may result in:

- Unauthorized access to your profile via NFC-enabled devices
- Exposure of sensitive business information (e.g. job title, email, phone number, company info)
- Potential phishing or impersonation risks if your profile is duplicated and shared without your consent
- In cases where the card is linked to access control systems or internal portals, improper access may be attempted
- Submission of incorrect, outdated, or misleading cardholder information
- Missing or invalid consent from Cardholders for the use of their personal data
- Unauthorised access to or sharing of Business Portal login credentials
- Improper handling or exposures of profile data, artwork, or printing instructions
- Breach of confidentiality obligations in relation to cardholder information

Touch 'n Go reserves the right to suspend or disable access to Business Portal or affected cards in the event of non-compliance. Liability for any resulting errors or data misuse will no rest with TNGSB. All personal data must be handled with the PDPA 2010 and the TNGSB Privacy Notice

#### 5. Other key terms?

- The Business Card becomes the property of the Company once purchased.
- Applications require submission of the Application Form and full payment before delivery.
- Only Company Authorised Users can manage card orders and cardholder profiles via the Business Portal
- The Business Card is non-transferable and can be only be used by the assigned cardholder
- Cardholder information submitted must be correct and have valid consent from the cardholder

## 6. Where can I get further information and assistance?

For more information, please call us at 03-2714 8888, visit our website at [www.touchngo.com.my](http://www.touchngo.com.my) or walk-in to our TNGSB Customer Service Centre or TNGSB Service & Sales Centres at the addresses stated below.

Details		Operating Hours
Website	<a href="http://www.touchngo.com.my">www.touchngo.com.my</a>	
Touch 'n Go Sales Team	<a href="mailto:tradingsales.enquiries@touchngo.com.my">tradingsales.enquiries@touchngo.com.my</a>	
Touch 'n Go Careline	Careline: 03-2714 8888 Fax: 03-2714 8889 E-mail: <a href="mailto:careline@touchngo.com.my">careline@touchngo.com.my</a>	Monday - Friday 8.00am to 8.00pm
Bangsar South Service and Sales Centre	Ground Floor Tower 6 Avenue 5, Bangsar South No. 8, Jalan Kerinchi 59200 Kuala Lumpur	Monday – Friday 9:00am to 5:00pm Closed on Weekend & Public Holidays
NU Sentral Service and Sales Centre	Lot L2.07, Level 2 NU Sentral Shopping Centre No. 201, Jalan Tun Sambanthan 50470 Kuala Lumpur	Monday - Sunday 10.00am to 10.00pm (Inclusive Public Holiday)

If your query or complaint is not satisfactory to you, you may contact Bank Negara Malaysia (BNM) at:

Avenue	Details
BNMLINK	Website: <a href="https://www.bnm.gov.my/">https://www.bnm.gov.my/</a>
Contact Centre (BNMTELELINK)	Complaint Form: <a href="https://telelink.bnm.gov.my/">https://telelink.bnm.gov.my/</a>
Financial Markets Ombudsman Service	Company No: 2000401025885 General Line: +603 22722811 Website: <a href="https://www.fmos.org.my">https://www.fmos.org.my</a>  Level 14, Main Block, Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur.

## 7. Other Touch 'n Go products available

- Touch 'n Go Card
- BIZSpoke Card (Formerly known as 'Special Design Card')
- Pukal Fleetpass (Fleet XS & Biz XS)
- Reload Terminal System
- Photocard
- MyKad (Government Multi-purpose Smart Card with Touch 'n Go features)
- Form Factor (Radio Frequency Identification Tag also known as 'RFID Tag')

The information provided in this disclosure sheet is valid as of 1 August 2025