



## PRODUCT DISCLOSURE SHEET

(Read this Product Disclosure Sheet before you decide to purchase the Enhanced Touch 'n Go Card with NFC Capability. Be sure to also read the general terms and conditions).

Touch 'n Go Sdn Bhd (406400-X)

**ENHANCED TOUCH 'N GO CARD WITH NFC CAPABILITY**

28<sup>th</sup> December 2022

### 1. What is Enhanced Touch 'n Go with NFC Capability?

The Enhanced Touch 'n Go Card with NFC Capability ("Enhanced Card" or "card") provided by Touch 'n Go Sdn Bhd ("TNGSB") is an electronic purse that can be used to pay for toll usage at all highways in West Malaysia, major public transportation services in Klang Valley and outside of Klang Valley except Rapid Kuantan and limited lanes across KTMB, selected parking sites, selected retail and food outlets and theme parks in Malaysia.

Unlike the normal Touch 'n Go card, the Enhanced Card is equipped with the latest Near Field Communication ("NFC") technology to enable and facilitate reload via Touch 'n Go eWallet. The Enhanced Card will be sold at the following locations:

- a) Touch 'n Go eWallet Lazada eShop;
- b) Touch 'n Go eWallet;
- c) Touch 'n Go Service & Sales Centres;
- d) Touch 'n Go Customer Service Centres by Service Providers;
- e) Touch 'n Go Reload Counters at authorized agents and merchants; and
- f) Touch 'n Go SPOT Counters at participating Petrol Service Stations

Users may use the Enhanced Card after it has been reloaded with electronic money via Touch 'n Go eWallet. User may also opt to reload the card at any Touch 'n Go Service & Sales Centres, Touch 'n Go SPOTs at selected petrol stations, Customer Service Counters along selected highways, LRT stations, selected KTM Komuter stations, MRT stations, ATM/CDM at participating banks, Self Service Kiosk (SSK) and any TNGSB authorized agents. The reload denomination should be in a multiplier of RM10.00. Reload value ranges from minimum RM10.00 and maximum RM500.00 via the Touch 'n Go eWallet. For the physical touchpoints, it will be any amount stipulated by TNGSB authorized agents. The maximum card limit or maximum reload value of a card is RM1,500.00 at any one time.

By using the Enhanced Card, you will no longer be required to look for physical touchpoints to complete your reload. Please view the information on Enhanced Touch 'n Go Card at <https://www.touchngo.com.my/consumer/toll/card> or call us at 03-2714 8888 for more details.



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

Card Price	<ul style="list-style-type: none"> <li>RM 10.00 per card (without reload value).</li> </ul>																																	
Card Replacement	<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 purchase, without any charges. Receipt must be presented as proof.</li> <li>Any card replacement due to faulty/malfunction to the functionality of such card after thirty (30) days from the date of purchase, the user shall be charged with RM10.00 for the price of the new card</li> </ul>																																	
Reload Service Fee	<table border="1"> <thead> <tr> <th>No.</th> <th>Operators</th> <th>Service Charge (RM) per reload denomination</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Touch 'n Go eWallet</td> <td>Nil</td> </tr> <tr> <td>2</td> <td>Highways</td> <td>Nil</td> </tr> <tr> <td>3</td> <td>Touch 'n Go SPOT at Petrol Stations</td> <td>Nil</td> </tr> <tr> <td>4</td> <td>CIMB Bank ATMs (users must have CIMB Account)</td> <td>Nil</td> </tr> <tr> <td>5</td> <td>Public Transports (KTM)</td> <td>Nil</td> </tr> <tr> <td>6</td> <td>Public Transport (LRT)</td> <td>0.50</td> </tr> <tr> <td>7</td> <td>Bank ATMs (users must have an ATM account)</td> <td>0.50</td> </tr> <tr> <td>8</td> <td>Bank CDMs (open to all customers)</td> <td>0.50</td> </tr> <tr> <td>9</td> <td>Third Party Agents</td> <td>0.50</td> </tr> <tr> <td>10</td> <td>Petrol Stations</td> <td>0.50</td> </tr> </tbody> </table>	No.	Operators	Service Charge (RM) per reload denomination	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
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Sales and Services Tax (SST)	The prices herein stated are subject to service tax of 6% for all taxable services.																																	

Effective from September 2018, the Goods and Services Tax in Malaysia is replaced with the Sales and Service Tax of 6% taxable services in Malaysia.

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

- You are reminded to register your Enhanced Card via TNGSB Portal at <https://tngportal.touchngo.com.my/#login> or TNGSB Careline at 03- 2714 8888



- The Enhanced 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.
- Card Serial No. (MFG number) and Expiry Date are indicated on the card.

#### **4. What are the major risks?**

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.

#### **5. What do I need to do if there are changes to my contact details?**

You are required to inform TNGSB of any changes in your contact details to ensure that all correspondences reach you in a timely manner.

For registered customer, you may also update your contact details via TNGSB Portal at <https://tngportal.touchngo.com.my/#login> .

#### **6. Where can I get further information?**

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.

If you have any enquiries or complaints related to our products and services, you may also contact us at:

##### **Touch 'n Go Service & Sales Centre**

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



Careline: 03-2714 8888 (8:00 am to 8:00 pm, Monday to Friday)

Fax: 03-2714 8889

E-mail: [careline@touchngo.com.my](mailto:careline@touchngo.com.my)

**Touch 'n Go Service & Sales Centre**

Lot L2.07, Level 2, Nu Sentral Shopping Mall,

No. 201 Jalan Tun Sambanthan,

50470, Kuala Lumpur (10:00am to 10:00pm, Monday to Sunday including public holidays)

If our reply to your query or complaint is not satisfactory, you may contact the following bodies:

**Bank Negara Malaysia**

Laman Informasi Nasihat dan Khidmat (LINK)

Website: <https://www.bnm.gov.my/>

**Contact Centre (BNMTELELINK)**

Complaint Form available at <https://telelink.bnm.gov.my/>

**Ombudsman for Financial Services (664393P)**

(Formerly known as Financial Mediation Bureau)

Website: <https://www.ofs.org.my/en/>

**7. Other products available**

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

The information provided in this product disclosure sheet is valid as of 28<sup>th</sup> December 2022.