



<b>PRODUCT DISCLOSURE SHEET</b>	Touch 'n Go Sdn Bhd (406400-X)
(Read this Product Disclosure Sheet before you decide to purchase the Touch 'n Go Card. Be sure to also read the general terms and conditions.)	<b>TOUCH 'N GO CARD</b>
	16 November 2022

**1. What is Touch 'n Go Card?**

The Touch 'n Go Card is an electronic purse that may be used for toll usage at all highways in Malaysia, major public transportation services in Klang Valley and at selected retail and food outlets and theme park.

TNGSB uses contactless smartcard technology. The card looks similar to a credit card. Users may use the card that has been pre-loaded with electronic money. Users may reload the card at any Touch 'n Go Service & Sales Centres, Touch 'n Go counters at selected petrol stations, LRT stations, selected KTM stations , ATM/CDM at participating banks, Self Service Kiosk (SSK) and any TNGSB authorized agents. The preloaded denomination is in multiplier of RM10.00. Reload value ranges from minimum RM 10.00 and maximum RM500.00. The maximum card limit or maximum reload value of a card is RM1,500.00 at any one time.

By using the Touch 'n Go Card, you will no longer be required to prepare small change or queue at the cash payment toll booths to complete the payment transaction at toll plaza. TNGSB, the operator of this electronic payment system, offers selections of cards to accommodate different market needs. Please view the card category at [www.touchngo.com.my](http://www.touchngo.com.my) or call us at 03-2714 8888 for more details.

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

Card Price	<ul style="list-style-type: none"> <li>• RM10.00 per card (without reload value)</li> </ul>
Card Replacement	<ul style="list-style-type: none"> <li>• Card with genuine manufacturing defects 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>
Dormancy fee	<p>RM5.00 (if card is not in use for the last twelve (12) consecutive months</p> <p>RM5.00 (will be charged every subsequent six (6) months after that until the card balance is depleted or up to seven (7) years; whichever comes first).</p> <p>The fee will be levied from the unutilised card balance for the subsequent year.</p>



Reload Service Fee	<b>No.</b>	<b>Operators</b>	<b>Service Charge (RM)</b>
	1	Highways	Nil
	2	Touch 'n Go SPOT at Petrol Stations	Nil
	3	CIMB Bank ATMs (users must have CIMB account)	Nil
	4	Public Transports (KTM)	Nil
	5	Public Transports (LRT)	0.50
	6	Bank ATMs (users must have an ATM account)	0.50
	7	Bank CDMs (open to all customers)	0.50
	8	Third Party Agents	0.50
	9	Petrol Stations	0.50
Goods & Services Tax (GST)	The prices herein stated are subject to service tax is 6% for all taxable services.		

Implemented since September 2018, Sales and Service Tax (SST) is 6% taxable services has replaced Goods and Services Tax (GST) in Malaysia.

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

- You are reminded to register your card via TNGSB Portal at <https://tngportal.touchngo.com.my/tngPortal/login> or TNGSB Careline 03-2714 8888 to protect against theft or loss of card.
- To avoid card deactivation/dormant and imposition of dormant fee, please ensure minimum usage of once a year.
- The maximum card limit or maximum reload value of a card is RM1,500.00 at any one time.
- Card Serial No. 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 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, for any changes in your contact details, you may update your information via TNGSB Portal at <https://tngportal.touchngo.com.my/tngPortal/login>.



## 6. Where can I get further information?

For more information, please call us at 03- 2714 8888 or visit our website at [www.touchngo.com.my](http://www.touchngo.com.my) or our TNGSB Service & Sales Centres.

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

### **Touch 'n Go Sdn Bhd**

Tower 6, Avenue 5 Bangsar South

No. 8 Jalan Kerinchi

59200 Kuala Lumpur

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

Fax: 03-2714 8889

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

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

### **Bank Negara Malaysia**

Laman Informasi Nasihat dan Khidmat (LINK)

(Walk-in Customer Service Centre)

Ground Floor, D Block, Jalan Dato' Onn 50480 Kuala Lumpur

Contact Centre (BNMTELELINK)

Tel: 1-300-88-5465

(Overseas: 603-2174-1717)

Fax: 603-2174-1515

Complaint Form available at [telelink.bnm.gov.my](http://telelink.bnm.gov.my)

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

**(Formerly known as Financial Mediation Bureau)**

14th Floor, Main Block

Menara Takaful Malaysia No. 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur

Tel: 603 - 2272 2811

Fax: 603 - 2272 1577

## 7. Other products available

- a) Enhanced 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 16 November 2022.