FAQ – Touch 'n Go RFID Year-End Campaign (for RFID Pilot Users)

Campaign & Eligibility

1. **What is the <u>Touch 'n Go RFID Year-End Campaign</u> ?**
   The **Touch 'n Go RFID Year-End Campaign,** hereafter referred to as "the Campaign", is a special promotion offered to users who participated in the RFID public pilot that ran between August 2018 and February 15, 2020 and fitted an RFID pilot tag to their vehicle. Through this campaign, users can purchase a replacement RFID tag at RM19.50 (shipping fee waived) for a limited time from now until 31st December 2023. This reduced price is provided via a cashback of RM20.50 that will be credited to the user within 14 working days from the end of the campaign.

2. **Am I eligible for the Campaign?**
   The Campaign is only made available to selected users. To be eligible for the Campaign, users must satisfy the following criteria:
   a. Receive a push notification and an email invite to purchase the replacement RFID Tag.
   b. Previously participated in the RFID public pilot that ran the between August 2018 and February 15, 2020 and fitted an RFID pilot tag to their vehicle.
   c. Have an existing **ACTIVE** RFID pilot tag.
   d. Ensure that the eWallet Account used to purchase the replacement RFID Tag matches the eWallet Account that the **ACTIVE** RFID pilot tag is registered to.

3. **I participated in the RFID public pilot previously but have already terminated and replaced my RFID pilot tag. Am I still eligible for the Campaign?**
   No. To be eligible for the Campaign, users must have an existing **ACTIVE** RFID pilot tag.

   refer to question no. 2 for user eligibility criteria.

4. **What is the duration of the Campaign?**
   Users can participate in the Campaign between 18th December 2023 – 31st December 2023.

5. **What happens after the Campaign ends?**
   Once the Campaign concludes, users will no longer be able to enjoy the reduced price on the replacement RFID tag.

Payment & Cashback

6. **How does the cashback for the Campaign work?**
   Users will be eligible to receive RM20.50 cashback upon purchasing the replacement RFID Tag at RM35 (RFID Tag price) + RM 5 (shipping fee).

7. **When will I receive my cashback?**
   The cashback will be credited within 14 working days from the end of the campaign to the user's TNG eWallet account.

8. **Can I request to transfer the Cashback to another TNG eWallet account?**
   No, the cashback is non-transferable, non-refundable, and cannot be exchanged for cash.

9. **How many times can I be entitled to receive the Cashback?**
   Each user is entitled to the Cashback once only.

10. **Will I be notified once the Cashback has been credited into my TNG eWallet?**
    The Cashback will be credited into the user's TNG eWallet and no notification will be sent.

General Enquiries

11. **Can I continue using my RFID pilot tag if I participate in the Campaign?**
    Yes, you may continue using your RFID pilot tag if you participate in the Campaign. All RFID Tags **DO NOT** have an expiration date.

12. **What do I do if I am facing any other issues related to my RFID Tag?**
    If you are facing any other issues related to RFID, you may find the general FAQ for RFID Tag here: https://support.tngdigital.com.my/hc/en-my/sections/360005468354-TNG-RFID. For further assistance, you may contact us at:
    a. Call: 03 – 2714 888
    b. Email: careline@touchngo.com.my
    c. Web form: https://www.touchngo.com.my/eservices/custoemrServices.aspx