

ONLINE SALES IN MYRAPID PULSE (From 1 November 2023 onwards)

FREQUENTLY ASKED QUESTIONS (FAQ)

1. How can I purchase my pass online?

Customers can purchase the product passes by downloading MyRapid PULSE app from App Store, Play Store or Huawei App Gallery or you may visit <https://shop.myrapid.com.my/> . Click Lifestyle and choose your preferred product(s) from the store and make payment.

2. What passes can I purchase online?

You will be able to purchase the My50 Unlimited Travel Pass and the MyCity Pass 1-day or 3-days online.

3. When do I need to activate the pass which has been purchased in MyRapid PULSE?

You may choose to redeem and activate your pass immediately or within 30 days of purchase. Unredeemed and un-activated passes after 30 days will be considered invalid/expired and nullified automatically in the system. You may purchase a new product for your travel.

4. Can I immediately use the pass bought online after the purchase?

Yes, but you are required to first redeem and validate your purchase at the Customer Service Office nearest to you. The passes are only available to use after the validation process has taken place. The first tap at the gantry/gate will automatically activate your pass. You will need to produce your MyKad and purchase receipt for validation purposes.

5. Are there any fees involved when making an online purchase in MyRapid PULSE?

The price of the pass remains the same for online and offline purchases. You will also need to maintain a **minimum purse value of RM6** in your MyKad or MyTentera for the My50 Unlimited Travel Pass product and in your Touch n' Go card for the MyCity Pass product. A reload fee of RM0.50 per transaction will be charged based on Touch n' Go fees and charges policy.

6. Who is eligible to purchase the My50 Unlimited Travel Pass and/or MyCity Pass 1-day and 3-days via MyRapid PULSE?

Only Malaysians residing in the country are eligible to purchase online and may use the pass in the Klang Valley.

7. Can a non-Malaysian purchase the My50 Unlimited Travel Pass and/or MyCity Pass 1-day or 3-days online?

No, only Malaysians are eligible to purchase the My50 Unlimited Travel Pass and MyCity Pass 1-day and 3-days online.

8. Can I purchase and use the My50 Unlimited Travel Pass or MyCity Pass 1-day or 3-days product in Penang and Kuantan?

No, this product is only applicable for use in the Klang Valley only via services provided by Rapid KL.

9. Can I purchase the My50 Unlimited Travel Pass and/or MyCity Pass 1-day or 3-days on behalf of others?

Yes, you may purchase the product on behalf of other people. Kindly ensure that the passenger's full name (as per IC) and IC number are filled in accordingly. Only the **registered passenger name(s)** will be able to redeem the product at the Customer Service Office counter.

If there is more than one (1) pass purchased for MyCity Pass 1-day or 3-days, and the purchaser is also the passenger, he/she must also fill in their particulars under the passenger information.

10. Can transfer my My50 Unlimited Travel Pass purchase pass to others?

The My50 Unlimited Travel Pass purchase is non – transferable and is valid for the person registered as the passenger during the purchase process. The passenger will need to bring his/her IC for validation at the Customer Service Office before the pass can be redeemed and activated.

11. How many My50 Unlimited Travel Pass product can I buy per transaction?

Only one My50 Unlimited Travel Pass product can be purchased per transaction.

12. How many MyCity Pass 1-day or 3-days product can I buy per transaction?

You may purchase a maximum of 10 passes in quantity per transaction.

13. Do I get a receipt for my purchase made online?

Customer will receive an email from eGHL once the payment is successful. Customer will also receive the receipt in PDF format with the QR Code and unique code once the purchase is completed online. The receipt will be sent to the customers registered email address.

14. Are there any gifts I can redeem once I have made an online purchase?

Yes. From 1 November 2023 - 30 November 2023, any successful online purchase of My50 Unlimited Travel Pass or MyCity 3-Day Pass will entitle the Customer to redeem a complimentary Rapid KL tumbler. Kindly note that the redemption of the pass and complimentary tumbler needs to be redeemed on the same day and time; and same location (selected stations). For more info, you may visit our Terms and Conditions link via our official website at <https://myrapid.com.my/online-sales-of-my50-unlimited-travel-pass-and-mycity-pass/>

15. What happens if the pass e-tickets purchased is lost?

You will need to log in to <https://shop.myrapid.com.my/> to retrieve your booking reference (e-receipt) or you may email suggest@rapidkl.com.my for assistance.

16. What if the Touch 'N Go chip in my MyKad or MyTentera is not functional?

You will need to get your MyKad replaced at any National Registration Department counter (Jabatan Pendaftaran Negara) before purchasing My50.

*The replacement process for MyTentera is subject to the terms and conditions set by the Ministry of Defence, Malaysia.

17. Where can I find more details about all the passes listed in MyRapid PULSE?

For more details, kindly refer to <https://shop.myrapid.com.my/>, click on Lifestyle and browse for all product offerings.

For more information and enquiries, please contact us at 03 – 7885 2585 on Mondays to Fridays, from 7am to 8.30pm, Saturdays to Sundays and Public Holidays from 7am to 5:30pm