



## **TERMS AND CONDITIONS OF KERETAPI TANAH MELAYU BERHAD RAIL REWARDS LOYALTY PROGRAMME**

### **1. DEFINITION**

In these Terms and Conditions:-

- (a) "KITS" means KTMB Integrated Ticketing System;
- (b) "KTMB" means Keretapi Tanah Melayu Berhad;
- (c) "KTM Wallet" means a KTM Wallet account which a Member shall obtain after registering with KITS. KTM Wallet can be managed and topped-up online;
- (d) "Member" means an individual who becomes a member of the Program after he/she signs up on KITS and joins the Programme;
- (e) "Programme" means the Rail Rewards loyalty programme that is owned, operated, and administered by KTMB;
- (f) "Rail Points" means the loyalty and rewards points that shall be earned under the Programme;
- (g) "Registration Data" means an individual/Member's full name, email address, password, contact number, gender and National Identification (IC) number; and
- (h) "Terms and Conditions" means these terms and conditions of the Programme.

### **2. GENERAL MEMBERSHIP**

- 2.1 Membership is open to all individuals. To become a Member of the Programme, individuals shall enroll by creating an account on [online.ktmb.com.my](http://online.ktmb.com.my) or the KTMB mobile app.
- 2.2 To complete an enrollment, individuals shall provide their Registration Data. Members shall provide a valid, unique email address upon enrollment. Only one Programme account may be associated with a single IC number and a single email address.
- 2.3 By enrolling in the Programme, Members agree to be bound by these Terms and Conditions. Members agree to provide valid, accurate, current and complete Registration Data as prompted by the Programme and maintain and promptly update the Registration Data (found in the "My Account" section of the site) to keep it true, accurate, current, and complete.

- 2.4 If a Member provides any Registration Data that is untrue, inaccurate, not current, or incomplete, or if KTMB, in its discretion, suspects that the Member's Registration Data is incorrect, inaccurate, not current, or incomplete, KTMB has the right to suspend, terminate, or refuse the Member's current or future use of the Programme.
- 2.5 Members agree not to reveal personal information, username and password to others.
- 2.6 The Member shall bear any direct or indirect expense incurred. KTMB shall not be liable for any losses or expenses.

### **3. EARNING RAIL POINTS**

- 3.1 Members are entitled to Rail Points for every Ringgit Malaysia One Only (RM1.00) spent on any KTMB train tickets purchased through [online.ktmb.com.my](http://online.ktmb.com.my) or the KTMB mobile app. Every Ringgit Malaysia One Only (RM1.00) spent is equivalent to one (1) Rail Point.
- 3.2 Points shall not be awarded for travel on KTMB's complimentary tickets issued or on tickets purchased from platforms other than [online.ktmb.com.my](http://online.ktmb.com.my) or the KTMB mobile app.
- 3.3 To receive Rail Points, the Member shall be logged in to his/her account before making the purchase. Rail Points shall be credited to a Member's account five (5) days after the date of travel is completed.
- 3.4 The amount of Rail Points awarded to a Member's account shall be calculated based on the final purchase fares, minus all discounts.
- 3.5 The Member shall be logged in at the time of purchasing to ensure the Rail Points are credited to the Member's account.
- 3.6 Members can check his/her Rail Points balance online at [online.ktmb.com.my](http://online.ktmb.com.my) or on the KTMB mobile app.
- 3.7 Rail Points cannot be earned for KTM Wallet top up, KTM i-Card fee, MyRail Life Pass, reprint charges, amendment charges, penalty and insurance.

### **4. REDEEMING RAIL POINTS**

- 4.1 Members may redeem Rail Points via [online.ktmb.com.my](http://online.ktmb.com.my) or on the KTMB mobile app during checkout by following the steps below:-
  - (a) select Rail Rewards Point;
  - (b) select Redeem;
  - (c) check Rail Points balance and select the amount of Rail Points entitled for redemption;
  - (d) click Proceed; and

- (e) the amount of Rail Points redemption shall be credited to the KTM Wallet.
- 4.2 For redemption, the conversion rate is one hundred (100) Rail Points for Ringgit Malaysia One Only (RM1.00). The minimum redemption amount via e-wallet is RM0.50. There are no redemption limits.
- 4.3 To use Rail Points towards ticket purchases, Members shall first convert the points to KTM Wallet.
- 4.4 Rail Points that convert to KTM Wallet can be used for discounted fares unless otherwise stated.
- 4.5 Rail Points are non-refundable and cannot be partially or fully exchanged for cash.

## **5. VALIDITY AND EXPIRY**

- 5.1 Rail Points expire every two (2) 31 Decembers. For example, Rail Points earned in January 2024 will expire on 31 December 2025.
- 5.2 Members can redeem their Rail Points any time before expiry. Once expired, the unused Rail Points will reset back to zero (0) in the new calendar year.

## **6. ADDITIONAL TERMS AND CONDITIONS**

- 6.1 To resolve Rail Points discrepancies, Members shall contact KTMB's customer service in writing within sixty (60) days following the transaction in question by email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my). Members shall provide KTMB with sufficient written documentation of the transactions in question. Written requests shall also include the Member's personal details, receipt and screenshot(s) of the relevant pages showing the Rail Points in dispute.
- 6.2 KTMB reserves the right to cancel/amend these Terms and Conditions at any time without prior notice to Members, including but not limited to:-
  - (a) activities that are eligible to receive Rail Points, such as enrolment, survey completion, purchase of tickets and other products and services, and promotional campaigns;
  - (b) the ticket types eligible to receive Rail Points;
  - (c) the number of Rail Points awarded;
  - (d) the conversion rate for redemption, and
  - (e) validity and expiry terms of the Rail Points.
- 6.3 KTMB shall be the sole provider of all train services and goods and ticket fares under the Programme.
- 6.4 The ticketing is subject to all applicable laws and regulations, as well as to the terms and conditions specified in KTMB's Conditions of Carriage for Passenger

Services. A copy of KTMB's Conditions of Carriage for Passenger Services is available at its ticket counters and on its website [www.ktmb.com.my](http://www.ktmb.com.my).

- 6.5 By participating in the Programme, Members agree to abide by KTMB's prevailing ticket fares, Conditions of Carriage for Passenger Services, and these Terms and Conditions.
- 6.6 In the case of a dispute regarding Rail Points or the Programme, KTMB's decision shall be final.
- 6.7 The laws of Malaysia govern these Terms and Conditions and the courts of Malaysia shall have non-exclusive jurisdiction over any dispute arising out of or in relation to the Programme or these Terms and Conditions.
- 6.8 KTMB reserves the right to withhold any benefits under the Programme, with or without any notice to the Member, if the Member is found to have breached these Terms and Conditions.
- 6.9 Notwithstanding any provision of these Terms and Conditions, KTMB may terminate the Programme or a membership in the Programme by giving not less than thirty (30) days written notice to that effect to Members (without any obligation to give any reason thereof). For the avoidance of doubt, Members hereby agrees that Members shall not be entitled to any form of losses including loss of profit, damages, claims or whatsoever upon termination of the Programme or membership under this Clause.