



# FREQUENTLY ASKED QUESTION



## 01. WHAT IS RAIL REWARDS?

KTMB Loyalty Programme named Rail Rewards allows you to earn points from any ticket purchase via KTMB Official Apps/Web known as KITS (KTMB Integrated Ticketing System). Earned Rail Points can be redeemed in the KTM wallet to purchase future tickets.

## 02. HOW DO I COLLECT POINTS?

- Step 1: Download KITS via mobile play store.
- Step 2: Create an account to sign up as member.

Start earning Rail Points with every ticket purchase and enjoy instant redemption on your next ticket purchase with your earned Rail Points via KTM Wallet. Points can also be collected via online purchase through [online.ktmb.com.my](http://online.ktmb.com.my).

## 03. IS THERE AN ENROLMENT FEE?

KTMB Loyalty Programme (Rail Rewards) has no enrolment fee, it is **FREE**.

## 04. HOW TO EARN RAIL POINTS?

Members are entitled to Rail Reward Points for every RM1 spent on any KTMB train tickets purchased through [online.ktmb.com.my](http://online.ktmb.com.my) or the KTMB mobile app.

Every RM1 spent is equivalent to one (1) Rail Points.

## 05. DEFINITION OF REDEMPTION VALUE

The redemption value is 1% of the total points balance. Points redeemed will go directly to KTM Wallet.

Example: 1,000 Rail Points = RM10.

## 06. COLLECTING POINT AND REDEEM POINT TO KTM WALLET

The process of Collecting points and redeeming points can only be done on the KTMB mobile app and online via [online.ktmb.com.my](http://online.ktmb.com.my). Collecting points is not applicable at Ticket Vending Machine (TVM) and counter.

## 07. CAN I EARN POINTS ON DISCOUNTED FARE?

Yes, unless specifically stated for selected promotions/campaigns. The earned Rail Points will be calculated based on final purchase fares, excludes all discount and promotion amount.

## 08. WHEN WILL RAIL POINTS CREDITED?

Rail Points will be credited within five (5) days after the date of travel is completed.

## 09. WHAT HAPPENED IF RAIL POINTS ARE NOT CREDITED TO MY ACCOUNT?

Kindly get in touch with our **Contact Customer Service** by email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my). Kindly provide the correct personal details, the purchased receipt, purchased ticket and screenshot of your current points balance.



## 10. IS THERE A LIMIT TO THE MAXIMUM NUMBER OF POINTS I CAN EARN?

No, there is no limit.

## 11. HOW TO I CHECK MY RAIL POINTS?

You can check your Rail Points on the Account Dashboard.

## HOW TO REDEEM?

### STEP 1

Go to Account / KTM Wallet / Rail Rewards icon

### STEP 2

Go to Redeem Rail Points

### STEP 3

Check your points balance and select the amount of points you want to redeem

### STEP 4

Click Proceed

Your Rail Points will be transfer to your KTM Wallet.

## 12. WHAT CAN I REDEEM WITH MY RAIL POINTS?

Once your Rail Points have been credited to your KTM Wallet, you can purchase any product that link directly with KTM Wallet payment.

## 13. IS THERE A MINIMUM AND MAXIMUM AMOUNT OF RAIL POINTS THAT CAN BE REDEEMED?

Yes, the minimum redemption amount is RM0.50. There is no maximum limit to redeem points.

## 14. WHEN CAN I START REDEEMING MY RAIL POINTS?

You can redeem your Rail Points at any time before the expiry date if you have acquired minimum redemption requirement of RM0.50.

## 15. CAN I EXCHANGE MY RAIL POINTS FOR CASH?

Rail Points cannot be exchanged for cash.

## 16. CAN I TRANSFER MY RAIL POINTS TO ANOTHER MEMBER?

Rail Points is not transferable.

## 17. WHAT IS THE VALIDITY OF MY RAIL POINTS?

Rail Points expire every two (2) 31 Decembers. For example, points earned in January 2024 will expire on 31 December 2025, while points earned in February 2024 will expire on 31 December 2025.

## 18. WHAT HAPPEN TO MY UNREDEEMED RAIL POINTS AFTER EXPIRY DATE?

Your expired Rail Points will be automatically removed from your points balance from 1st January, after the second 31st December. All unredeemed Rail Points will be automatically forfeited after the applicable expiry date.



# SIGN UP NOW FOR MORE WOWS

GET RAIL POINTS FOR EVERY TICKET PURCHASED AND REDEEM VIA KTM WALLET

