

TERMS AND CONDITIONS OF KTM WALLET MIGRATION TO RAIL POINTS (As of 13 March 2026)



1.0 DEFINITIONS

- 1.1 “**KTMB Mobile App**” means the current official mobile ticketing application of Keretapi Tanah Melayu Berhad.
- 1.2 “**KTM Wallet**” means the stored-value electronic wallet functionality integrated into the KTMB Mobile App.
- 1.3 “**KITS Style App**” means the new official KTMB mobile application primarily used for booking travel, processing payments, and managing loyalty rewards.
- 1.4 “**Rail Points**” means the loyalty points issued to users of the KTMB Mobile App and the KITS Style App, which are redeemable solely for KTMB products and services.
- 1.5 “**Passenger or User**” means any individual who holds a positive balance in their KTM Wallet.

2.0 MIGRATION ELIGIBILITY

- 2.1 All users with a balance in their KTM Wallet are advised and required to migrate their existing balance to Rail Points on KITS Style App.
- 2.2 The KTMB Mobile App will be decommissioned after **30 June 2026**.
- 2.3 Migration of wallet balance is advisable for all users before **30 June 2026**.
- 2.4 All Rail Points will be managed in the KITS Style App after migration.

3.0 CONVERSION PROCESS

- 3.1 **Conversion Rate:** 1 Malaysian Ringgit (RM) = 100 Rail Point.
- 3.2 **No Minimum Conversion:** The entire KTM Wallet balance will be converted in full to Rail Points.
- 3.3 **Example:** If current wallet balance is RM15.50, the amount of conversion is to be 1550 Rail Points.

3.4 **Irreversible Process:** Passengers must confirm the conversion, as the transaction cannot be reversed once completed.

4.0 EXPIRY OF RAIL POINTS

4.1 Converted Rail Points shall expire after two (2) instances of **31 December** from the date of conversion.

4.2 **Example:** If converted on **15 June 2025**, points will expire on **31 December 2027**.

4.3 No extensions shall be granted, except at KTMB's sole discretion.

5.0 USAGE OF RAIL POINTS

5.1 **Eligible Transactions:** Converted Rail Points can be utilized for the purchase of KTMB train tickets (ETS, KTM Komuter, Intercity, etc.).

5.2 **Partial Redemption Permitted:** Passengers may redeem a portion of Rail Points and settle the remaining balance via alternative payment methods.

6.0 POST-MIGRATION CHANGES

6.1 After migration, the KTMB Mobile App will no longer be functional, and users will only be able to use the KITS Style App.

6.2 All transactions (bookings, payments, point redemptions) must thereafter be conducted via the **KITS Style App**.

7.0 NO REFUND OR REVERSAL

7.1 Once your KTM Wallet balance is converted to Rail Points, you cannot turn them back into cash or wallet balance.

7.2 You cannot transfer your Rail Points balance to cash.

8.0 ACCOUNT & POINT MANAGEMENT

8.1 Passengers may monitor their Rail Points balance within the KITS Style App under the “**Rail Points**” section.

9.0 MIGRATION DEADLINE

- 9.1 KTMB Mobile App functions will cease after **30 June 2026**, and migration is advised to be completed on or before that date.
- 9.2 Users who have not migrated can still retain their KTM Wallet balance but will not be able to make transactions in the KTMB Mobile App.
- 9.3 After the deadline, users must register with the KITS Style App to convert their KTM Wallet balance and for other functions.

10.0 FRAUD PREVENTION

- 10.1 KTMB reserves the right to **freeze suspicious accounts** during migration for verification purposes.
- 10.2 Submission of false claims may result in **account suspension**.

11.0 AMENDMENTS TO TERMS

- 11.1 KTMB retains the right to modify these Terms and Conditions through any medium of communication within KTMB.

12.0 CONTACT INFORMATION

- 12.1 For further assistance, please contact:
 - **KTMB Customer Service:** 03 - 9979 1200
 - **Email:** callcenter@ktmb.com.my

13.0 USER ACKNOWLEDGEMENT

- 13.1 **Advised Action Before Migration:** Users are strongly advised to fully utilize their KTM Wallet balance before migrating, as the converted Rail Points will have an expiry date and cannot be refunded as cash.
- 13.2 **Pricing Acknowledgement:** By proceeding, users acknowledge that ticket prices and available promotions for purchases made using Rail Points are set by KTMB and **may differ** from ticket prices purchase through other payment methods (e.g., QR payment, credit/debit card).

ACCEPTANCE: By proceeding with the migration, Passengers acknowledge and agree to be bound by these Terms and Conditions.