



## KERETAPI TANAH MELAYU BERHAD

### FREQUENCY ASKED QUESTIONS (FAQ) KTMB RAIL REWARDS LOYALTY PROGRAMME

#### 1. 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. The program will start on 1 January 2024.

#### 2. How do I collect points?

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

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

#### 3. What happened to existing KITS members?

Current members will be automatically enrolled in the program and will be eligible to receive rewards immediately.

#### 4. Is there an enrolment fee?

The KTMB Loyalty Programme (Rail Rewards) has no enrollment fee; it is FREE.

#### 5. How to earn Rail Points?

Rail Points are awarded to members for every Ringgit Malaysia spent on KTMB train tickets bought through [online.ktmb.com.my](https://online.ktmb.com.my) or the KTMB mobile app. The earning rate is 0.01 Rail Point per Ringgit Malaysia cent. Examples:

- A purchase of RM 0.50 earns 0.50 Rail Points
- A purchase of RM 1.00 earns 1.00 Rail Points
- A purchase of RM 1.40 earns 1.40 Rail Points

#### 6. Definition of Redemption Value

The redemption value is 1% of the total points balance. Points redeemed will go directly to the KTM Wallet. Example: 1,000 Rail Points = RM10.

#### 7. Collecting Point and Redeem Point to KTM Wallet

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

**8. Can I earn points on discounted fares?**

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

**9. When will Rail Points credited?**

Rail Points will be credited within five (5) days after the date of travel is completed. Rail Points only be counted for transaction ticket purchase starting 1 Jan 2024.

**10. What happens if Rail Points are not credited to my account?**

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

**11. Is there a limit to the maximum number of points I can earn?**

No, there is no limit.

**12. How do I check my Rail Points?**

You can check your Rail Points on the Account Dashboard.

**13. 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 transferred to your KTM Wallet.

**14. 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 links directly with KTM Wallet payment.

**15. Is there a minimum and maximum amount of Rail Points that can be redeemed?**

Yes, the minimum redemption amount is RM 0.50. There is no maximum limit to redeem points.

**16. 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 a minimum redemption requirement of RM0.50.

**17. Can I exchange my Rail Points for cash?**

Rail Points cannot be exchanged for cash.

**18. Can I transfer my Rail Points to another member?**

Rail Points are not transferable.

**19. What is the validity of my Rail Points?**

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

**20. What happens to my unredeemed Rail Points after the expiry date?**

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

**21. Where can I get further inquiries and information regarding this program?**

a) KTMB's official social media account;

i. Facebook (KTM Berhad)

ii. X (@ktm\_berhad)

iii. Instagram (ktmbofficial)

b) Email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my).