



Frequently Asked Questions

APP REGISTRATION

Why do I need to register to use the application?

MyrapidTap application require user to register to use the application.

I have registered an account. Do I need to activate it to be able to login?

Once registered, user account will be activated automatically.

What shall I do if I forget my password?

Click on the reset passcode. Then key in your mobile number, you shall receive a new six-digit OTP code. Key in the six-digit OTP code to relog in.

Why did my registration fail?

Your registration may have failed because you may be using an invalid mobile number.

Once registered, can I change my personal details?

No. Users are not able change their personal details at this moment.

How secure is my personal details?

Rest assured that user details and credentials are secured since we have taken the necessary security measures and shall maintain its integrity.

Will I receive an email notification after I have successfully signed up?

No, one will not receive email notification as email is not required for sign up.

ACCOUNT VERIFICATION OR eKYC IDENTIFICATION

What is account verification or eKYC?

Electronic Know Your Customer (eKYC) is a digital identity verification process performed through myrapidTap app.



Frequently Asked Questions

Why should I verify my identity? (Performing account verification or eKYC)

By verifying your account, it will help us to know you better. This is also to help us identify the concession details of our riders.

How do I verify my account?

User can verify their account by tapping on 'Account Verification' in the profile page of the app.

1. For Malaysian, you're able to use either MyKad or MyTentera for eKYC
2. For Foreigner, please use your passport

In addition, we will also verify you with your selfie.

However, myrapidTap has the right to refuse to open the account (for potential user) or block the account (for existing user), if the due diligence exercise cannot be completed or upon internal review of your eKYC exercise.

What information are captured during eKYC?

- (a) full name
- (b) ID number
- (c) address
- (d) date of birth
- (e) nationality

Verifying your account

Description	Without KYC	Completed KYC
Sign up	✓	✓
Purchase of Ordinary Single Journey Ticket	✓	✓
OKU Verification	X	✓
Purchase of Concession Tickets	X	✓
Purchase of My30 passes	X	✓



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ABOUT THE APPS

What is myrapidTap?

MyrapidTap is a mobile application that provides a seamless electronic transaction using QR Pay and E-Wallet.

What are the services available in myrapidTap?

MyrapidTap offers the following services:

- Transit QR pay
- E- Wallet
- Collect and redeem rewards point

Will I receive notifications in the app for status and promotions?

yes, notifications will be sent out accordingly.

How do I view my details in the app?

You may view your details under the "Profile" section.

How do I amend the details stored under Profile?

Currently users are not able to amend details under Profile.

I have forgotten my passcode or would like to change it, which section do I go to?

Under "Profile", "General" section, users are able to change passcode if they wish to change it.

How do I switch on or switch off the notifications for the app?

You may turn the notifications on or off under the settings in "Profile".

How do I control my contact information for privacy purposes?

It is entirely up to you if you want to publish your contact information. You can control this under the settings section.

I would like to know how much money and rewards points do I have?

You may check your balance at top left corner of the app homepage.



Frequently Asked Questions

I would like to make a payment for a product, how many methods are available?

You can pay for your product using your own wallet, Debit card/ Credit card or via internet banking.

How do I put money into my wallet for usage?

You may top up via the reload function on the app and the money can be taken from via internet banking.

Is there a summary page of all the transactions I have carried out?

Yes, you can view all the transactions in the “Transaction History” section in “Profile”.



Frequently Asked Questions

SERVICE COVERAGE

How do I use the Journey Planner App?

Type in your destination, and click 'Go'. You will be shown the best possible route via public transportation and the transit number to your destination without hassle.

How to use Transit QR Pay?

1. You need to top up to e-wallet within the App
2. Selecting the Transit QRPay icon at the homepage
3. Scan the transit validator
4. When transaction complete, you will be shown you're a transaction successful and your new e-wallet balance via a pop-up notification.

Is there any plan to add-on more features in the future?

Yes. More features and apps enhancement will be done and we will notify the users via notification

APPS DOWNLOAD

How do I download myrapidTap on my mobile device?

User can download the application through Android PlayStore and Apple AppStore by searching "myrapidTap".

What version of Android/ iOS is recommended for myrapidTap?

Recommended spec (minimum):

- Android 5
- iOS 12

Do I need to connect to the internet each time I user myrapidTap?

Yes. You need to have internet access to connect with the app.



Frequently Asked Questions

REFUND

Can I request for refund for the products/ services that I have paid for?

You may contact myrapidTap Team and the following below:

Email: admin@myrapidTap.com

Weekday: 7.00am to 8.30pm

Sat & Sun and PH : 8.30am to 5.30pm

Our team will verify your request and it is subject to approval. You will be notified on the status of your request & receive the refund within 10 working days from your request date.

*Refunds are handled on a case-by-case basis. *

What details/ document should I provide for refund request?

You need to provide us with your Name, Phone, Email address, Amount, Date/ Time of the transaction & Description of the incident.

Supporting document required are:

1. Screen snapshot of your transaction receipts from your myrapidTap app
2. Screen snapshot of your user profile QR Code
3. Others relevant photo or document (if applicable)



Frequently Asked Questions

TERMS AND CONDITIONS / PRIVACY NOTICE

Privacy Notice

Terms & Conditions

CUSTOMER SERVICE SUPPORT

I would like to provide suggestions and comments about myrapidTap. Who shall I contact?

For feedback on operational matters, you may contact RapidKL helpline at 03-7882585 or email to suggest@rapidKL.com.my or visit www.myrapid.com.my

Operating hours or helpline is from Mon to Fri 7.00am to 8.30pm, Sat & Sun and PH 8.30am to 5.30pm

I need further assistance about myrapidTap. Who can I contact?

For further assistance, please contact myrapidTap helpline at 012-5701193, email to admin@myrapidTap.com or write down a reply at myrapidTap's social media (Facebook, Instagram and Twitter), we shall respond to you within the next 24hours.

Social media response time within 24hours starting 6.00am to 11.30pm

Weekday: 7.00am to 8.30pm

Sat & Sun and PH : 8.30am to 5.30pm