

**1. What is Touch 'n Go Photocard?**

Touch 'n Go Photocard is just like any other Touch 'n Go card, except that you can personalize the design with your own preference (photo or graphic used is subject to [terms and conditions\\*](#)).

**2. Where to purchase?**

Currently available for sale at Touch 'n Go Customer Experience Centre (CEC) Bangsar South, NU Sentral Hub and Wisma Nufri Johor Bahru Hub.

**3. How can I apply for Touch 'n Go Photocard?**

Bring your photo either in a thumb drive or directly from your digital camera. The card costs RM20.00 each and comes with a one-month warranty period. .

**4. Can I print the photo saved from my handphone?**

Yes, as long as the photo is saved in a memory card.

**5. Is there a warranty period for Touch 'n Go Photocard?**

Yes. All new Touch 'n Go cards come with a one-month warranty period. If the card is faulty during this period, customer will get a free card replacement.

**6. How can I reload my Touch 'n Go Photocard?**

Customer needs to present the card at Touch 'n Go Sales Counters. Choose the reload value (min: RM10, max: RM500). Pay the amount and the Customer Service Attendant will do the reloading process. Once completed, customer will be provided with a printed reload receipt.

**7. Is there a maximum value/limit that can be stored in the card?**

Yes. For security reason, each Touch 'n Go card can store only up to RM1,500.

**8. Where can I reload?**

We provide reload facilities at Touch 'n Go Hubs, Touch 'n Go SPOTs at selected petrol stations, Touch 'n Go Sales Counters and Lorong Tambah Nilai at highways, selected petrol stations, STAR & PUTRA LRT, KTM Komuter, ATMs at CIMB, Maybank, AmBank, Bank Muamalat and RHB, Cash Deposit Machines at AmBank and Maybank and third party reload agents. We wish to inform that Petrol Stations and other authorised agents are categorised as independent agents. The appointment of these agents is to further expand our reload network, for the convenience of our customers. Additional service fees is imposed by the agent to cover their operating costs.

Please refer table below for the service charge imposed by each operator.

No.	Operator	Service Charge
1.	Highways	Nil
2.	Public transports (LRT/KTM Komuter)	Nil
3.	Touch 'n Go SPOT at Petrol Stations	Nil
4.	CIMB Bank ATMs (users must have an ATM account)	Nil
5.	Bank ATMs (users must have an ATM account)	RM0.50
6.	Bank CDMs (open to all customers)	RM0.50
7.	Third party agents	RM0.50
8.	Petrol Stations	RM0.50

Please click [here](#) to search for the location near you.

#### 9. How to use the Touch 'n Go Photocard?

The name Touch 'n Go basically tells us how to use the card. Just “touch” the card on the card reader. You may use either side of the card. The system will emit a “beep” sound to indicate that the transaction is successful. The automatic lane barrier or flap gate will open and you may continue with your journey.

#### 10. What are the benefits of using Touch 'n Go?

- a. One card for all – toll, parking, public transport, retail and theme park.
- b. Dedicated toll lanes.
- c. No need to prepare for exact change.
- d. No need to wait for attendant to give you the small change.
- e. No fumbling for cash at the gate/toll.
- f. Fast and convenient.

#### 11. How do I check the balance of my Touch 'n Go Photocard?

- a. Check the LED screen when you use your card at the Touch 'n Go lane.
- b. Check the LED screen on your SmartTAG.
- c. Call our Careline Centre at 03-27148888 (operational from 7:00am to 10.00pm daily, including public holidays).
- d. Through MyTouchnGo Portal in our website.
- e. Visit Touch 'n Go sales counter.

#### 12. Why Touch 'n Go customers are subjected to pay additional parking surcharge?

The additional surcharge for parking is imposed by the building owners or parking operator.

13. **Will there be any GST charges when I purchase the Photocard?**

The prices herein stated are subject to zero-rated (0%) GST. The Goods and Services Tax (GST) will be zero-rated effective on 1 June 2018 as announced by Ministry of Finance.