

## **Account Verification Complimentary Credit Campaign FAQs**

**Q1 What is the Account Verification Complimentary Credit Campaign about?**

A1 Touch 'n Go eWallet (“TNG eWallet”) users who have completed their account verification and had their account verification process approved by TNG Digital during campaign period will be rewarded with RM20 or RM5 credit into their TNG eWallet.

**Q2 What is the campaign period of this campaign?**

A2 The campaign period is 23 September 2019 – 6 October 2019.

**Q3 When can I receive my complimentary RM5?**

A3 The complimentary RM5 will be credited into the eligible users’ TNG eWallet account within three (3) working days from the approval of the account verification date.

**Q4 How can I receive complimentary RM20?**

A4 The complimentary RM20 will be credited into your TNG eWallet if you are the first 100 to do your Account Verification everyday between 30 September 2019 – 06 October 2019.

**Q5 What can I do with my complimentary credit?**

A5 You can use it on:

- Pay toll
- Transfer money to another TNG eWallet user
- Top up your mobile prepaid
- Pay for your utility and post-paid bills
- Purchase movie and flight tickets
- Make QR code payment at participating TNG eWallet merchants

**Q6 How will I know the complimentary credit has been credited into my TNG eWallet account?**

A6 You will receive a push notification and a message in your inbox once the complimentary credit has been credited into your TNG eWallet.

**Q7 I did not receive my complimentary credit, what can I do?**

A7 You did not receive your complimentary credit may be due to these reasons:

- i. Your profile is not registered under Malaysia nationality
- ii. Your Account Verification was done via RFID fitment
- iii. It is still within three (3) business days
- iv. You have breached our General and User Terms and Conditions

If the reasons above are not applicable, please email to us at [tngewallet@touchngo.com.my](mailto:tngewallet@touchngo.com.my). Kindly provide your details and proof supporting your claim such as screenshot of SMS/Email/Push Notification/Inbox.

**Q8 What is Account Verification?**

A8 Account verification helps us get to know you better and here are the benefits:

- To protect you with Money-back Guarantee when your TNG eWallet has unauthorised transactions
- You will be able to increase your eWallet size to RM5,000
- You will be able to transfer money to your loved ones with zero charges via the TNG eWallet

**Q9 How do I complete my Account Verification process?**

A9 Step 1: Launch the TNG eWallet app and tap on your profile picture  
Step 2: Tap “Account Verification”

Step 3: Fill in relevant information about yourself

**Q10 How long does it take for my Account Verification process to be confirmed?**

A10 It takes up to two (2) business days for your Account Verification process to be confirmed. You can check the status from your profile.

**Q11 Where do I check the status of my Account Verification?**

A11 Step 1: Launch the TNG eWallet app and tap on your profile picture  
Step 2: Tap "Account Verification"  
Step 3: Check your status

**Q12 My Account Verification application was rejected. Why is that?**

A12 Your Account Verification application was rejected due to these possible reasons:

- i. Your documents and picture submitted are not clear
- ii. You have breached our General and User Terms & Conditions

**Soal Jawab Lazim Kempen Pengesahan Akaun Komplimentari Kredit**

**S1 Apakah Kempen Pengesahan Akaun Komplimentari Kredit?**

J1 Pengguna-pengguna Touch 'n Go eWallet ("TNG eWallet") yang menyelesaikan pengesahan akaun TNG eWallet dan telahpun dilulus oleh TNG Digital ketika tempoh kempen akan menerima RM20 ataupun RM5 di dalam akaun TNG eWallet mereka.

**S2 Bilakah tempoh kempen ini?**

J2 Tempoh kempen ini adalah 23 September 2019 – 6 Oktober 2019.

**S3 Bilakah saya akan mendapatkan komplimentari RM5?**

J3 RM5 akan dikreditkan dalam tempoh 3 hari bekerja dari tarikh pengesahan akaun diluluskan.

**S4 Bagaimanakah saya boleh mendapat komplimentari RM20?**

J4 Anda boleh mendapati komplimentari RM20 dengan menjadi seratus (100) pengguna TNG eWallet yang pertama untuk menyelesaikan pengesahan akaun dari 30 September 2019 – 06 October 2019 sahaja.

**S5 Apa yang boleh saya lakukan dengan komplimentari kredit?**

J5 Anda boleh menggunakannya untuk:

- Membayar tol
- Memindahkan wang kepada pengguna TNG eWallet yang lain
- Menambah nilai prabayar mudah alih anda
- Membayar bil utiliti dan pasca bayar anda
- Membeli tiket filem dan penerbangan
- Membuat bayaran kod QR di pedagang Touch 'n Go eWallet yang mengambil bahagian

**S6 Bagaimanakah saya akan mengetahui komplimentari kredit telah dikreditkan ke dalam account saya?**

J6 Pengguna yang layak akan dimaklum melalui "push notification" dan notifikasi melalui peti masuk TNG eWallet anda.

**S7 Saya tidak menerima komplimentari kredit, apakah yang boleh saya lakukan?**

J7 Anda tidak menerima komplimentari kredit mungkin kerana:

- i. Profil anda tidak didaftarkan dengan warganegara Malaysia
- ii. Anda telah menyelesaikan pengesahan akaun melalui pemasangan RFID
- iii. Belum sampai 3 hari bekerja
- iv. Anda telahpun melanggar Terma & Syarat am ataupun Terma & Syarat pengguna TNG eWallet

Jika sebab-sebab di atas tidak berkaitan, anda boleh menghubungi Careline sama ada melalui emel di [tngewallet@touchngo.com.my](mailto:tngewallet@touchngo.com.my) atau telefon di 03-2714 8888. Sila sertakan nama anda seperti dalam MyKad dan nombor kad pengenalan untuk tujuan pengesahan.

**S8 Apakah pengesahan akaun?**

J8 Melalui pengesahan akaun, kami boleh mengetahui anda dengan lebih baik dan anda boleh:

- Dilindungi daripada transaksi yang tanpa kebenaran oleh Money-back Guarantee.
- Mempunyai saiz TNG eWallet RM5,000
- Menghantar duit kepada pengguna-pengguna TNG eWallet yang lain

**S9 Bagaimanakah saya boleh mengesahkan akaun TNG eWallet saya?**

J9 Langkah 1: Buka TNG eWallet aplikasi dan tekan gambar profil anda

Langkah 2: Tekan "Account Verification"

Langkah 3: Isikan maklumat-maklumat anda yang diperlukan

**S10 Berapa lamakah akaun saya akan disahkan?**

J10 Akaun anda akan disahkan dalam masa dua (2) hari bekerja.

**S11 Manakah saya boleh memeriksa status pengesahan akaun saya?**

J11 Anda boleh memeriksa status pengesahan akaun anda dengan:

Langkah 1: Buka TNG eWallet aplikasi dan tekan gambar profil anda

Langkah 2: Tekan "Account Verification"

Langkah 3: Memeriksa status

**S12 Pengesahan akaun saya ditolak. Mengapakah?**

J12 Pengesahan akaun anda ditolak mungkin kerana:

- i. Dokumen/gambar yang dihantar tidak jelas
- ii. Anda telahpun melanggar Terma & Syarat am ataupun Terma & Syarat pengguna TNG eWallet