

## FREQUENTLY ASKED QUESTIONS (FAQ) OF KITS STYLE APP



### **KITS Style - App Download & Account Registration**

**1. Do I need to have a promo code to install KITS Style?**

No, it is not required. You can install KITS Style without a promo code.

**2. What are the supporting documents required to create KITS Style account?**

You need to snap a photo of your MyKad / Passport (front page only) and take a selfie (without anything covering your face, including mask / hat / songkok / sunglasses / etc.)

**3. Do I need to submit my permit / visa to register for a KITS Style account?**

No, you do not need to submit your permit / visa. Only a passport is required but please ensure that your passport is not expired.

**4. Do I need to submit my utility bill to register for a KITS Style account?**

It is optional to submit but it is not a requirement.

**5. What should I do if the verification process keeps failing?**

You need to reupload your MyKad/Passport and try again. You may retry up to 2 times. If it still does not work, please reach out to our customer service at 03-9779 1200.

**6. Is it possible to create a 6-digit security PIN number that begins with the digit 0?**

No, it is not possible to set up a 6-digit security PIN number with the first digit as 0. However, you can utilize the digits 1-9 for the first digit and use 0 for the subsequent five digits.

### **KITS Wallet – Balance Reload, Transaction Limit, and Fees & Charges**

**8. Is there a minimum amount of reload for KITS Wallet?**

Yes, the minimum reload amount is RM10.

**9. Why is there a minimum amount of RM10?**

The minimum reload amount is set to ensure that there is sufficient balance in your KITS Wallet for transactions and to maintain smooth user experience. It helps to cover any transaction fees and ensures that users have an adequate balance for their daily expenses.

**10. Will there be SST charges when I reload KITS Wallet using FPX?**

No SST charges are applied.

**11. Once I have reloaded my KITS Wallet, when will I receive the reload amount?**

You will receive the reload instantly.

**12. Will there be any charges to transfer funds from KITS Wallet to KITS Prepaid Mastercard?**

No charges applied.

**13. Can I reload my KITS Wallet using another person's bank account (e.g., parent's, friend's, spouse's, company's, etc.)?**

No, it is not allowed. You need to reload from a bank account under your name. If KITS Wallet reload from a different account is successful, it will be refunded in 14 working days and RM5.00 service fee is applied.

**14. Can I transfer funds from my KITS Wallet to another user of KITS Wallet? And will there be any charges?**

Yes, you can transfer funds from your KITS Wallet account to another KITS Wallet account with no charges are applied.

**15. Once I have transferred the fund to another KITS Wallet, when will the fund be received?**

The recipient will receive the funds instantly.

**16. What is the daily transaction limit of fund transfers for KITS Wallet?**

Once you have registered your KITS Style account, there is a daily transaction limit of RM9,999.00 to transfer or receive funds and no transaction may exceed this amount.

**17. Is there a maximum limit for KITS Wallet?**

Yes, there is a maximum limit of RM10,000.00 and no reload into KITS Wallet may exceed this amount.

## **KTM Wallet Migration to Rail Points**

**18. What is happening to my KTM Wallet balance?**

Your KTM Wallet balance will be migrated to Rail Points.

**19. Why do I need to migrate my KTM Wallet balance?**

The current KTMB Mobile App will be decommissioned and will no longer be functional after **31 Dec 2026**. All transactions, bookings, and loyalty programs will be managed exclusively through the new KITS Style App.

**20. Is the migration mandatory? What happens if I don't migrate?**

All users are advised and required to migrate their wallet balance. After the deadline of **30 June 2026**, the KTMB Mobile App will cease to function, and you will not be able to use your KTM Wallet balance for transactions on that app. You will need to register with the KITS Style App to convert your balance.

**21. What is the conversion rate from my KTM Wallet balance to Rail Points?**

The conversion rate is 1 Malaysian Ringgit (RM) = 100 Rail Points. For example, a wallet balance of RM15.50 will be converted to 1550 Rail Points.

**22. Can I choose to only convert a portion of my wallet balance?**

No, the entire KTM Wallet balance will be converted in full to Rail Points.

**23. Can I reverse the conversion? What if I change my mind?**

No, the conversion process is irreversible. Once your KTM Wallet balance is converted to Rail Points, it cannot be reverted to cash or a wallet balance.

**24. What can I use my new Rail Points for?**

You can use your converted Rail Points to purchase KTMB train tickets, including ETS, KTM Komuter, and Intercity services. You may also use a combination of Rail Points and other payment methods for a single purchase.

**25. Do my Rail Points expire?**

Yes, converted Rail Points will expire after two instances of December 31st from the date of conversion. For instance, points converted on 15 June 2026, will expire on 31 December 2027.

**26. Can I get an extension on the expiry date of my Rail Points?**

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

**27. Can I transfer my Rail Points to another person?**

No, Rail Points are not transferable.

**28. How can I check my Rail Points balance after the migration?**

You can easily monitor your Rail Points balance within the "Rail Points" section of the KITS Style App.

**29. What should I do if my account is frozen during the migration?**

KTMB reserves the right to freeze suspicious accounts for verification purposes. If this happens, please contact KTMB Customer Service immediately for assistance.

**KITS Prepaid Mastercard – Card Balance Limit, Cash Deposit & Withdrawal, and Fees & Charges**

**30. What are the charges for adding and applying for the KITS Prepaid Mastercard?**

There are two types of fees associated with the KITS Prepaid Mastercard:

- Card Fees for Virtual Card is RM10.00 while Physical Card is RM25.00
- Annual Fees for Virtual Card & Physical Card are RM10.00 per year. The annual fee of RM10.00 for both of card type is waived for the first year. You will only be charged this fee starting from the second year of card ownership.

**31. Can I withdraw money from any local ATMs with KITS Prepaid Mastercard? And will there be any charges?**

Yes, you can withdraw money from any ATM with the Mastercard logo. Please note that there is a fee of RM2.00 per withdrawal.

**32. Can I withdraw money from any ATMs overseas (outside of Malaysia)? And will there be any charges?**

Yes, you can withdraw money from any ATM with the Mastercard logo. Please note that there is a fee of RM10.00 per withdrawal.

**33. Is there a withdrawal limit for KITS Prepaid Mastercard?**

Yes, the daily withdrawal limit is RM1,500.00 and no withdrawal using KITS Prepaid Mastercard may exceed this amount.

**34. Which account should I select to withdraw money from KITS Prepaid Mastercard at the ATM?**

Please select Credit Cards.

**35. Can I deposit money into my KITS Prepaid Mastercard using Cash Deposit Machine (CDM)? And will there be any charges?**

Yes, you can deposit money via CDM, but it is limited to Public Bank CDM only. Please note that there is a fee of RM1.00 per deposit.

**36. Which option should I select to deposit money to KITS Prepaid Mastercard at the CDM?**

Please select Bill Payment.

**37. Which account number should I select to deposit money to KITS Prepaid Mastercard at the CDM?**

Please select the 16-digit KITS Prepaid Mastercard account.

**38. How long will it take for the money I deposited via CDM to reflect in my KITS Wallet?**

The amount will reflect in 2 working days.

**39. How can I get the replacement for the card?**

Replacement cards can be obtained upon request to the Call Center. There will be a replacement fee of RM10.00 (Inclusive of 0% Goods and Services Tax) for the replacement card.

**General**

**40. Why can't I access all the features in the app?**

You are required to verify your account to access KITS Style features. See eKYC Verification for details.

**41. Is my personal information secure when using the app?**

KITS Style keeps your information safe. We don't share your data with other parties.

**42. Can I download the app if I am not a Malaysian citizen?**

Yes! KITS Style is available to download for everyone, regardless of citizenship.

**43. Why are some features in the app greyed out and unable to be clicked on?**

All the features in grey are currently still in the development phase and will be available soon.

**Account Management**

**44. I forgot my 6-digit PIN. What should I do to get my account back?**

You can retrieve your account by performing the account recovery procedure as per the instructions below:

**Step 1:** Go to the Login page and select “Recover Account”.

**Step 2:** Provide the required details, including address and mobile number. Please ensure that your email address and mobile number are the same as when you registered your KITS Style account previously.

**Step 3:** Provide your NRIC/Passport number.

**Step 4:** Proceed to reset your 6-digit PIN. You will receive a TAC message to verify your mobile number.

**Step 5:** Key in the TAC accordingly, and you should be able to access your account.

**45. Do I need to do identity verification to register an account?**

You can register an account without verifying your identity with eKYC. However, you can't use all the app's features, including KITS Wallet and other payment functions.

**KITS Wallet & KITS Wallet OR**

**46. What is KITS Wallet in KITS Style?**

KITS Wallet serves as the e-wallet function of the KITS Style, enabling you to make cashless transactions using QR payments and conveniently shop online by making payments with your KITS Wallet.

**47. How do I activate my KITS Wallet wallet?**

You need to download the KITS Style and sign up using your email address and phone number. You will also be required to verify your account to be able to start using your KITS Wallet wallet.

**48. How do I add money to my KITS Wallet wallet?**

You can start by opening your KITS Wallet wallet and selecting 'Reload Balance'. Then, key in your preferred amount. You will have the option to transfer money from your bank account or credit/debit card via online banking.

**49. What can I use my KITS Wallet & KITS Wallet QR for?**

With KITS Wallet, you can make online purchases, such as KTMB train tickets and auto insurance. The wallet also offers various payment features, including transferring money to other KITS Wallet users, paying bills, and topping up your mobile phone. Additionally, the KITS Wallet QR can be used to pay at selected merchant partners.

**KITS Wallet QR on KTM Komuter Service**

**50. What is KITS Wallet QR?**

KITS Wallet QR is a digital payment method for KTM Komuter services. It allows you to pay for your train rides by scanning a QR code with your smartphone.

**51. Which KTM Komuter services can I use KITS Wallet QR for?**

You can use KITS Wallet QR for both **Klang Valley Komuter** and **Komuter Utara** (Northern Komuter) services.

**52. How does the KITS Wallet QR payment work?**

To use KITS Wallet QR, you'll open the app and select the QR payment option. A dynamic QR code will be generated on your phone. You then scan this QR code at the designated ACG gate at the station.

**53. What are the Terms and Conditions for using KITS Wallet QR?**

The Standard Operating Procedures (SOP) and Terms & Conditions (T&C) for KITS Wallet QR are governed by the **latest SOP and T&C from the Commuter Services Department**. Please refer to the official KTM website or the in-app T&C section for the most current information. By using KITS Wallet QR, you agree to abide by these rules.

**54. What if I have an issue with my fare or transaction?**

You can view your transaction history within the KITS Wallet section of the app. If you notice a discrepancy, please contact KTM's customer service with your transaction details.

**55. Is KITS Wallet QR secure?**

Yes, KITS Wallet QR uses a dynamic QR code that changes frequently, adding a layer of security. All transactions are encrypted to protect your personal and financial information.

**56. What if my QR code doesn't scan?**

Ensure your phone's screen is clean and bright. If the issue persists, try restarting the app or check your internet connection. You may also need to contact KTM customer service for assistance.