

TERMS AND CONDITIONS OF KTM WALLET MIGRATION TO RAIL POINTS



1.0 DEFINITIONS

- 1.1 **“KTMB Mobile App”** means the current official mobile ticketing application of Keretapi Tanah Melayu Berhad.
- 1.2 **“KTM Wallet”** means the stored-value electronic wallet functionality integrated into the KTMB Mobile App.
- 1.3 **“KITS Style App”** means the new official KTMB mobile application primarily used for booking travel, processing payments, and managing loyalty rewards.
- 1.4 **“ Rail Points”** means the loyalty points issued to users of the KTMB Mobile App and the KITS Style App, which are redeemable solely for KTMB products and services.
- 1.5 **“Passenger or User”** means any individual who holds a positive balance in their KTM Wallet.

2.0 MIGRATION ELIGIBILITY

- 2.1 All users with a balance in their KTM Wallet are advised and required to migrate their existing balance to Rail Points on KITS Style App.
- 2.2 The KTMB Mobile App will be decommissioned after **31 December 2026**.
- 2.3 Migration of wallet balance is advisable for all users before **31 December 2026**.
- 2.4 All Rail Points will be managed in the KITS Style App after migration.

3.0 CONVERSION PROCESS

- 3.1 **Conversion Rate:** 1 Malaysian Ringgit (RM) = 100 Rail Point.
- 3.2 **No Minimum Conversion:** The entire KTM Wallet balance will be converted in full to Rail Points.
- 3.3 **Example:** If current wallet balance is RM15.50, the amount of conversion is to be 1550 Rail Points.

- 3.4 **Irreversible Process:** Passengers must confirm the conversion, as the transaction cannot be reversed once completed.

4.0 EXPIRY OF RAIL POINTS

- 4.1 Converted Rail Points shall expire after two (2) instances of **31 December** from the date of conversion.
- 4.2 **Example:** If converted on **15 June 2025**, points will expire on **31 December 2027**.
- 4.3 No extensions shall be granted, except at KTMB's sole discretion.

5.0 USAGE OF RAIL POINTS

- 5.1 **Eligible Transactions:** Converted Rail Points can be utilized for the purchase of KTMB train tickets (ETS, KTM Komuter, Intercity, etc.).
- 5.2 **Partial Redemption Permitted:** Passengers may redeem a portion of Rail Points and settle the remaining balance via alternative payment methods.

6.0 POST-MIGRATION CHANGES

- 6.1 After migration, the KTMB Mobile App will no longer be functional, and users will only be able to use the KITS Style App.
- 6.2 All transactions (bookings, payments, point redemptions) must thereafter be conducted via the **KITS Style App**.

7.0 NO REFUND OR REVERSAL

- 7.1 Once your KTM Wallet balance is converted to Rail Points, you cannot turn them back into cash or wallet balance.
- 7.2 You cannot transfer your Rail Points balance to cash.

8.0 ACCOUNT & POINT MANAGEMENT

- 8.1 Passengers may monitor their Rail Points balance within the KITS Style App under the “**Rail Points**” section.

9.0 MIGRATION DEADLINE

- 9.1 KTMB Mobile App functions will cease after **31 December 2026**, and migration is advised to be completed on or before that date.
- 9.2 Users who have not migrated can still retain their KTM Wallet balance but will not be able to make transactions in the KTMB Mobile App.
- 9.3 After the deadline, users must register with the KITS Style App to convert their KTM Wallet balance and for other functions.

10.0 FRAUD PREVENTION

- 10.1 KTMB reserves the right to **freeze suspicious accounts** during migration for verification purposes.
- 10.2 Submission of false claims may result in **account suspension**.

11.0 AMENDMENTS TO TERMS

- 11.1 KTMB retains the right to modify these Terms and Conditions through any medium of communication within KTMB.

12.0 CONTACT INFORMATION

- 12.1 For further assistance, please contact:
 - **KTMB Customer Service:** 03 - 9979 1200
 - **Email:** callcenter@ktmb.com.my

13.0 USER ACKNOWLEDGEMENT

- 13.1 **Advised Action Before Migration:** Users are strongly advised to fully utilize their KTM Wallet balance before migrating, as the converted Rail Points will have an expiry date and cannot be refunded as cash.
- 13.2 **Pricing Acknowledgement:** By proceeding, users acknowledge that ticket prices and available promotions for purchases made using Rail Points are set by KTMB and **may differ** from ticket prices purchase through other payment methods (e.g., QR payment, credit/debit card).

ACCEPTANCE: By proceeding with the migration, Passengers acknowledge and agree to be bound by these Terms and Conditions.