



1. How is the Maybank Touch'nGo Zing Card linked to my credit card?

As a companion card, cardholders will be billed through their credit card.

- a) 0 value Zing Card - first activation at toll plaza
- b) RM10 for one-time issuance fee (Free for PETRONAS Co-Brand Card, Ikhwan Credit Card & Manchester United Co Brand card)
- a) Automatic reload amount of RM100
- b) Automatic reload fee of RM2
- c) Usage of Zing Card at any facilities displaying Touch 'n Go logo

2. Can I link the Zing Card to all the three credit card brands?

Yes, you can link your Zing Card to Maybank Card AMEX, Visa and MasterCard.

3. Can I apply for more than one Zing Card for each brand (Visa/MasterCard or AMEX)?

For the time being, only one Zing card is allowed to one account.

4. Can my supplementary cardholder apply for the Zing Card?

Yes, the Zing Card will auto-link to each supplementary card accordingly. Maybank Visa, MasterCard or AMEX cards.

5. Can I change the link from MasterCard to Visa/AMEX or vice versa anytime?

Yes, you can. Please call the Maybank Group Customer Care at 1-300-88-6688 to do so.

6. What is the validity period of the Zing Card?

The Zing Card is valid up to 10 years from the date of issuance.

7. What other facilities accept the Zing Card besides Toll Plazas?

Use the Zing Card at payment facilities that display the Touch 'n Go logo, such as:

- a) Car parks at certain shopping complexes and office premises
- b) Light Railway Transit (LRT) train stations, Monorail ERL, MRT and KTM Komuter
- c) Buses that feature the Touch 'n Go logo

- d) Bukit Merah Laketown Resort
- e) Retail Merchants (i.e.: Watson, Tesco, Dunkin Donuts & etc.)

8. Can the auto reload be done at all these facilities?

At the moment, the auto reload function can be only done at Touch 'n Go lanes and SmartTAG lanes at any Toll Plazas.

Note: However, certain Smart Tag lanes may encounter auto-reload issues. If that's the case, please touch the Zing card on Touch'nGo readers which also located at Smart tag lane.

9. What happens if my Zing Card is lost or stolen? How can I get it replaced?

Please report the loss immediately by calling our 24-hour hotline at 1-300-88 6688 or 1-800-88 3231.

10. Can I request for a temporary block if my Zing Card is lost or stolen?

Yes, you can. We will block it for a maximum of 24 hours and you will have to call us to uplift if you manage to recover the card. However, beyond 24 hours, we will automatically block it on a permanent basis as a security measure, and you will have to go through the lost card process for its replacement.

11. When can I get a replacement for my lost/stolen card?+

If you're in the Klang Valley, you should get a replacement within 48 hours of card issuance. If you're outside the Klang Valley, it should take between 3 to 7 days.

- a) A replacement card with zero value will be issued.
- b) You will need to activate the card at a Toll Plaza for auto reload.
- c) If there is any unused balance in your lost/stolen Touch 'n Go Zing Card, the balance will be refunded to you within 30 working days and will deduct any outstanding auto reload charges (if any).The amount will then be credited back to you within 30 working days.
- d) A replacement card fee of RM10.00 is applicable.

12. If I have lost my credit or charge card or changed my credit or charge card number, can the Zing Card auto link to the new card?

Yes, it will auto link.

13. Can I transfer the balance of the old card to the new card?

No, not at the moment. However, the balance will be credited to your credit card account within 30 working days. The new card will be zero value and you will need to first activate it at a Touch 'n Go lane or SmartTAG lane at any Toll Plazas.

14. How long does it take to refund the balance of the Touch 'n Go value?

For normal refund i.e. due to lost card, faulty card, please allow 30 working days to be refund into credit card account. However, refund due to renewal will be take 60 working days.

15. If there is a dispute transaction, what should I do?

Please follow the normal dispute process and call 1-300-88 6688.

16. How can I check the available balance on my Zing Card?

- a) If you are a SmartTAG user, you may insert the card into the SmartTAG slot and press the balance button.
- b) You may present the card to any T'nG POS Counter and request for a balance check.
- c) You may go to our Touch 'n Go Self-Service Kiosk to check the balance.
- d) You may call the Touch 'n Go Careline Centre at 03-2714 8888 to obtain your available balance of your Touch 'n Go Zing Card as per the last transaction within 24 hours.
- e) You may check the balance of the Zing Card at the Touch 'n Go website:
 - i. Log in to www.touchngo.com.my
 - ii. Register and obtain a password for your free e-statement
 - iii. View the 24-hour Zing Card transaction

17. Can I check the balance of the Zing Card at Maybank ATMs?

No. Please refer to Q16 for ways to check your available Zing Card balance.

18. I would like to terminate my Maybank credit or charge card. Can I continue to use my Zing Card?

Your Maybank credit or charge card and T'nG Zing Card are linked, so you won't be able to auto reload your Zing Card after cancelling your Maybank credit or charge card. Once Zing card terminated, the card balance will be refunded within 30 working days.

19. How will my reload fee be featured in my credit card statement?

The statement will record your auto reload transaction as follows:

e.g. 28 August 2007 TOUCH'N GO AUTO RELOAD RM102.00

20. Can I autolink my other Financial Institution's Zing Card to my Maybank credit card?

No, you may not as that Zing Card is already linked to the other Financial Institution's system.

21. What should I do if my Zing Card is faulty?

Please call the Touch 'n Go Careline Centre at 03-2714 8888 (7am to 10pm) to find out about the problem.

22. Why is my Zing Card not auto reloading?

There could be a few reasons to this situation:

- a) Hotlisted (i.e. lost credit card, and others)
- b) Faulty/Defective Card Zing Card was blocked due to outstanding auto reload charges.
- c) System malfunction at Toll lane.

23. What should I do to re-enable the auto reload facility?

Visit any Touch 'n Go Hubs and Touch 'n Go Service Counters reactivate the auto reload facility in your card.

24. Where else I can go if I cannot go to a Touch 'n Go service counter?

Currently, the reactivation can only be done at any Touch 'n Go Hubs and Touch 'n Go Service Counters.

25. Can I send a third party to reactivate my Zing Card at the Touch 'n Go service counter?

Yes, you may. All you need to do is to present your Zing Card and bring along an authorisation letter from the card owner.

26. How long must I wait before I can use the Zing card after its reactivation?

Immediately. However, you need to use the Zing Card at Touch 'n Go lanes or SmartTAG lanes first to reactivate.

27. Can I use the Zing Card at Smart Tag lanes after it has been reactivated?

Yes, you may after you have re-activated the Zing Card at Touch 'n Go lanes or SmartTAG lanes (Entry Point).