

FREQUENTLY ASKED QUESTIONS (FAQ) – RAPID PELAJAR PASS

1. What is Concession Card?

MyRapid TnG Concession Card is a stored value personalised smartcard for dedicated group to use for travel on Rapid KL rail and bus services.

2. What is Rapid Pelajar?

Rapid Pelajar is a pass issued under the Concession Card and is a stored-value, personalised smartcard for eligible groups to use for travel on Rapid KL buses, LRT, Monorail, MRT, and MRT feeder buses. Concession Card holders are entitled to 50% off the regular cash fares when riding LRT, Monorail, BRT, MRT, Rapid KL buses, and MRT feeder buses.

3. Who is eligible to apply?

- Rapid Pelajar is available for **Malaysian students in all categories** (Primary, Secondary, College, and University).
- Primary and Secondary students are eligible for the discounted fare up to 17 years of age, based on year of birth.
- College and University students are eligible for the same discounted fare, subject to annual renewal.

4. How do I subscribe the Rapid Pelajar Pass?

Rapid Pelajar can be applied via online registration only. You can register and subscribe Rapid Pelajar via the official Rapid KL website (<https://myrapid.com.my/our-products/rapidpelajar/>).

Collection of cards can be made at one of the collection points as listed in the page.

The following are general requirement for the online application: -

For Primary & Secondary students:

- MyKid or birth certificate for a primary school student aged 7 to 12 years old.
- MyKad for secondary school student students aged 13 to 17 years old.
- Colour passport size digital photo. The photo must be
 - i. taken against a blue/white background
 - ii. taken in school uniform for primary and secondary school students with full face from chin to crown of the head with hair neatly combed or tied up
- AI pictures are not applicable.
- A valid and active email.
- An active phone number.
- A valid credit/debit card or access to an online banking portal for payment of the card's fee of RM15.

For college/university students aged 18 years old and above:

- MyKad.
- Student card.
- Confirmation letter from college/universities
 - i. Letter must NOT be dated more than 3 months before the date of application.
 - ii. Study duration (must NOT be less than 6 months from the date of application) must be stated clearly in the confirmation letter.
- Effective from 1 January 2026, new applications or renewal of Rapid Pelajar will only be accepted for Malaysia students only.
- Non – Malaysian students with an existing student concession card in 2025 will remain eligible for a 50% discount until the expiry of Rapid Pelajar or 31 December 2026, whichever comes first.

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5. Where can I renew for the Rapid Pelajar Pass?

The concession card is valid for one (1) year from the date of issuance for Malaysian students aged 18 years and above who are enrolled in College or University.

Cardholders may also visit any Rapid KL Customer Service Counters at LRT, Monorail, BRT, and selected MRT stations to check the expiry date of their concession card.

Card renewal can only be made after the concession card has expired and not while the card is still active. For processing renewal applications, cardholders are required to submit the required supporting documents online at least fourteen (14) days before the expiry date.

How to apply for renewal?

- Visit Rapid KL website at <https://myrapid.com.my/our-products/rapidpelajar/>
- Click the “Apply for Renewal” button and proceed to Concession Card Registration.
- To submit the form, applicants must log in or register as a website member
 - i. New users must register as a website member
 - ii. Existing users must log in
- Enter your MyKad number
- Complete and submit the online form

Requirement for online renewal:

- Applicants are required to upload the following documents when submitting the online form:
- Original confirmation letter from the college or university, dated not more than three (3) months prior to the date of application. Study duration must not be less than six (6) months from the date of application
 - i. Copy of MyKad
 - ii. Copy of Student Card
 - iii. Copy of the front and back of the Concession Card (the card must be in good condition and readable)

The following details printed on the card must remain clearly visible:

- i. Photo
 - ii. Name
 - iii. Mykad Number
 - iv. Institution Name (school/college /university)
- The above must be uploaded when submitting the online form.
 - Applicants will be notified via email once the renewal application is approved.
 - Upon approval, applicants may proceed to their preferred station for card activation.

For card renewal activation, it can be done at the following stations:

Kelana Jaya Line	<ul style="list-style-type: none"> • Sri Rampai Station • Damai Station • KL Sentral Station (East Wing) • Asia Jaya Station • Ara Damansara Station • USJ 7 Station
Ampang / Sri Petaling Line	<ul style="list-style-type: none"> • Ampang Station • Hang Tuah Station • Bandar Tun Razak Station • Awan Besar Station • Pusat Bandar Puchong Station • Titiwangsa Station

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Monorail	<ul style="list-style-type: none"> • Hang Tuah Station • Tun Sambanthan Station
MRT Kajang Line	<ul style="list-style-type: none"> • Kota Damansara Station • Semantan Station • Merdeka Station • Maluri Station • Bandar Tun Hussein Onn Station
BRT – Sunway	Sun – U Monash Station

Operation hours: 9: 00 am – 2:00 pm and 4:00 pm – 9:00 pm

6. What is the validity of the card?

- Student card category primary (7 – 12 years old)
Valid until 31 December in the year when card holders reach 12 years old
- Student card category secondary (13 – 17 years old)
Valid until 31 December in the year when card holders reach 17 years old
- College/university student card (18 years old and above)
Valid for one (1) year from the date of card issuance

7. Do I have to make any payment when applying for the new Rapid Pelajar Pass?

This card is issued at a price of RM5.00, with an initial stored value of RM10.00, totalling **RM15.00**, which is required upon application and is to be borne by the customer.

8. Do I require to renew the Rapid Pelajar?

Effective 1 January 2026, New, Replacement and Renewal Application only accepted for Malaysian Student who are studying in Malaysia. Non – Malaysian students with an existing student concession card in 2025 will remain eligible for a 50% discount until the expiry of their Rapid Pelajar or 31 December 2026, whichever comes first.

9. What happens if the value in my Touch 'n Go purse on my Rapid Pelajar Pass less than RM5.00?

If your Rapid Pelajar Pass has a balance of less than RM5.00, you will not be able to enter the station gates or board the bus. Always maintain a minimum purse value of RM5.00 while using our services. You are required to top up your card before continuing your journey to meet the minimum purse value of RM5.00.

10. Can I still enjoy the flat rate at Rapid KL Park 'n Ride facilities at LRT or MRT, after I activate the Rapid Pelajar?

Yes. You can continue to enjoy the flat Park 'n Ride rate at LRT and MRT stations when using LRT, MRT, Monorail, or BRT services. Simply tap your activated Rapid Pelajar at the Park 'n Ride entry and exit and ensure you use the same Rapid Pelajar for your rail or bus journey.

11. What should I do if I've lost my Rapid Pelajar?

Replace the card at the Concession Counter in Pasar Seni Bus Hub, MRT Conlay, or online. Once the card is ready, activate your new Rapid Pelajar at any Rapid KL LRT, MRT, Monorail, BRT stations, or selected bus hubs. Kindly contact Touch 'n Go Careline at 03-27148888 or visit any Touch 'n Go Hub to report the loss and refund the balance in the purse value. Terms and conditions apply.

12. What do I need to do if my Rapid Pelajar is unreadable?

Please visit the Concession Counter in Pasar Seni Bus Hub, MRT Conlay, or online for an Rapid Pelajar Card Concession replacement. Once the card is ready, visit any Rapid KL LRT, MRT, Monorail, BRT stations, or selected bus hubs to activate your new Rapid Pelajar.

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Kindly contact Touch 'n Go Careline at 03-27148888 or visit any Touch 'n Go Hub to refund the balance in the purse value. Terms and conditions apply.

Prasarana reserves the right, at its absolute discretion, to vary, delete, or add to any of these information, Terms and Conditions without any prior notice.

For more information and enquiries, please **Email** us at suggest@rapidkl.com.my or **Contact Us** at 03 – 7885 2585 on Monday to Sunday, from 6.00am to 12.00am.