

## CIMB Touch 'n Go Zing Card - Frequently Asked Questions (FAQ)

### INTRODUCTION

**Q1** What is CIMB Touch 'n Go Zing Card (“Zing card”)?

**A1** The CIMB Touch 'n Go Zing Card (“Zing card”) is a Touch 'n Go Card with an automatic reload feature that is linked to your CIMB credit card. Each time your Zing card balance reaches RM50 or below, it will automatically top up/reload with the auto-reload amount that you have chosen during Zing card application. The reload amount will be charged to your CIMB credit card.

**Q2** Do I need to activate my Zing card?

**A2** Yes. To use your Zing card for the first time, you must activate it at any Touch ‘n Go lane or SmartTAG lane at the toll plazas.

### BENEFITS/FEATURES

**Q3** What is the benefit of Zing card?

**A3** Convenience: Your Zing card will be auto-reloaded when the Zing card balance reaches RM50 and below.

**Q4** How does auto-reload work?

**A4** Your Zing card can only be auto-reloaded at the toll plazas through the following methods:

- 1) SmartTAG lanes - by inserting your Zing card into the SmartTAG and driving through the SmartTAG lanes.
- 2) Touch ‘n Go toll lanes – just tap on the Touch ‘n Go panel.

Auto-reload will be triggered when the balance in your Zing card is equal to or less than RM50.

**Q5** What is my auto-reload amount?

**A5** The auto-reload amount is as per your choice during the application, which you can choose from RM100, RM200 or RM300. If the amount is not selected, CIMB Bank/ CIMB Islamic Bank will automatically set the default reload amount to RM 100.

**Q6** Can I change my auto-reload amount for my existing Zing card?

**A6** No. You are not allowed to change your current auto-reload amount. You will need to apply for a new Zing card if you would like to select another auto-reload amount.

**Q7** How frequent will my Zing card be auto-reloaded?

**A7** Auto-reload is limited to one (1) reload for every 24 hours.

**Q8** Can I reload/top up my Zing card manually just like normal Touch ‘n Go card?

**A8** No, the Zing card can only be auto-reloaded at the toll plazas. Any manual reload is not allowed.

**Q9** How can I check or view all my transactions under Zing card?

**A9** You can do so by registering your Zing card for Touch ‘n Go e-statement services at [www.touchngo.com.my](http://www.touchngo.com.my). For more information, you may contact \*Touch ‘n Go Careline.

## DISPUTE/LOST & STOLEN/OTHERS

- Q10** What should I do if there is a dispute on the transactions done on my Zing card?  
**A10** You may contact \*Touch 'n Go Careline or \*\*CIMB Consumer Contact Centre.
- Q11** Whom should I contact if the auto-reload on my Zing card is not working?  
**A11** You may contact \*Touch 'n Go Careline or \*\*CIMB Consumer Contact Centre.
- Q12** What should I do if my Zing card is lost or stolen?  
**A12** You may call \*\*CIMB Consumer Contact Centre to block the lost/stolen Zing card and request for a replacement card. Alternatively, you may also contact \*Touch 'n Go Careline. Your remaining balance in your Zing card will be credited into your credit card account within 30 days.

## VALIDITY PERIOD/RENEWAL

- Q13** What is the validity period of the Zing card?  
**A13** Zing card has a validity period of 10 years from the date of issuance of Zing card.
- Q14** How do I know the expiry date of my Zing card?  
**A14** You may contact \*Touch 'n Go Careline or \*\*CIMB Consumer Contact Centre to find out the expiry date of your current Zing card.
- Q15** Will CIMB Bank/ CIMB Islamic Bank send me a new Zing card as my current Zing card is expiring soon?  
**A15** Yes. New Zing card will be sent to customer's mailing address maintained in CIMB's records, up to 2 months prior to the expiry.
- Q16** Can I still use my current Zing card until the last day of expiry date, after I have received the new Zing card?  
**A16** Yes. You may have up to one (1) month to use your current Zing card after you have received the new Zing card.  
However, we strongly encourage you to use the new Zing card immediately to avoid usage interruption, as your current Zing card is expiring soon.
- Q17** Will I be informed by CIMB Bank/ CIMB Islamic Bank that a new Zing card is on its way to me?  
**A17** Yes. You will be receiving a SMS to notify you that a new Zing card is being delivered to you, to replace your current Zing card which is expiring soon.
- Q18** What happens to the remaining balance in the current Zing card? Will the balance be auto transferred to the new Zing card?  
**A18** Your balance in the current Zing card will be refunded to your credit card account within 7 to 14 working days after the current Zing card has been deactivated/terminated.
- Q19** Do I need to activate the new Zing card that I received?  
**A19** Yes. You must activate it at any Touch'n Go lane or SmartTAG lane at the toll plazas.

- Q20 Will the new Zing card have the same number as my current Zing card?  
A20 No. The new Zing card will have different Zing card number, as printed at the back of the Zing card.
- Q21 Will I be charged a replacement fee for the new Zing card as my current Zing card is expiring soon?  
A21 No. There is no replacement fee for the new Zing card issued to you to replace your current Zing card.  
However, if you have misplaced your new Zing card, a RM10 replacement fee will apply.
- Q22 I have selected an auto-reload amount of RM100 for my current Zing card. Do I need to select again for my new Zing card?  
A22 No. Your auto-reload amount for your new Zing card will follow your current auto-reload amount of your existing Zing card.

*For more information on Touch n' Go Zing card, you may also visit [www.touchngo.com.my](http://www.touchngo.com.my).*

\*Touch 'n Go Careline

Contact Number : 603 2714 8888

Operating Hours: 8.30am to 5.30 pm; Monday to Friday, including Public Holiday.

\*\*CIMB Consumer Contact Centre

Contact Number : 603 6204 7788

Operating Hours: 24 hours