

FAQs

Pas Transit myBAS – myBAS50

1. What is myBAS50 and what are its benefits?

myBAS50 is a transit pass that entitles you to unlimited travel on all myBAS Johor Bahru within 30 days.

2. What is the eligibility criteria to subscribe myBAS50?

You must be a Malaysian citizen with a valid MyKad or MyTentera to be eligible to subscribe myBAS50.

3. What is the subscription fee of myBAS50?

The price for a myBAS50 is RM50 and valid for 30 days.

4. Will I be charged Sales & Service Tax (SST) when I subscribe myBAS50?

When subscribing to myBAS50, the subscription fee is RM50 and there are no additional sales and service tax charges.

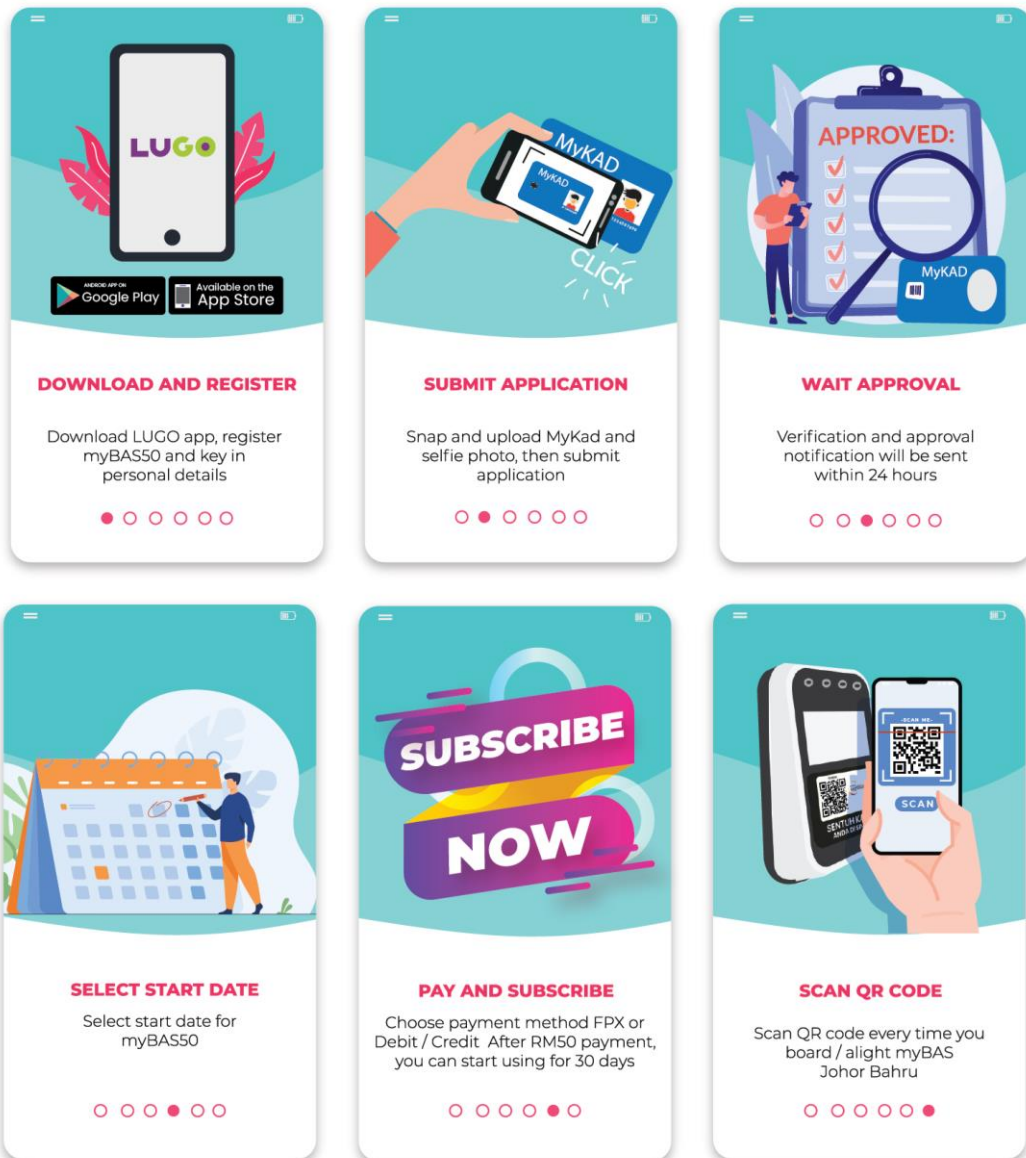
5. When will myBAS50 be made available for subscribe?

myBAS50 will be available for subscribe starting from 13 March 2023, and subscribers can start using the pass earliest by 1 Apr 2023 on all myBAS Johor Bahru.

6. Where and how can I subscribe myBAS50?

There are two ways to subscribe your myBAS50, one is to subscribe over the counter and the other one is through your smartphone (LUGO app).

Via Smartphone (LUGO app)

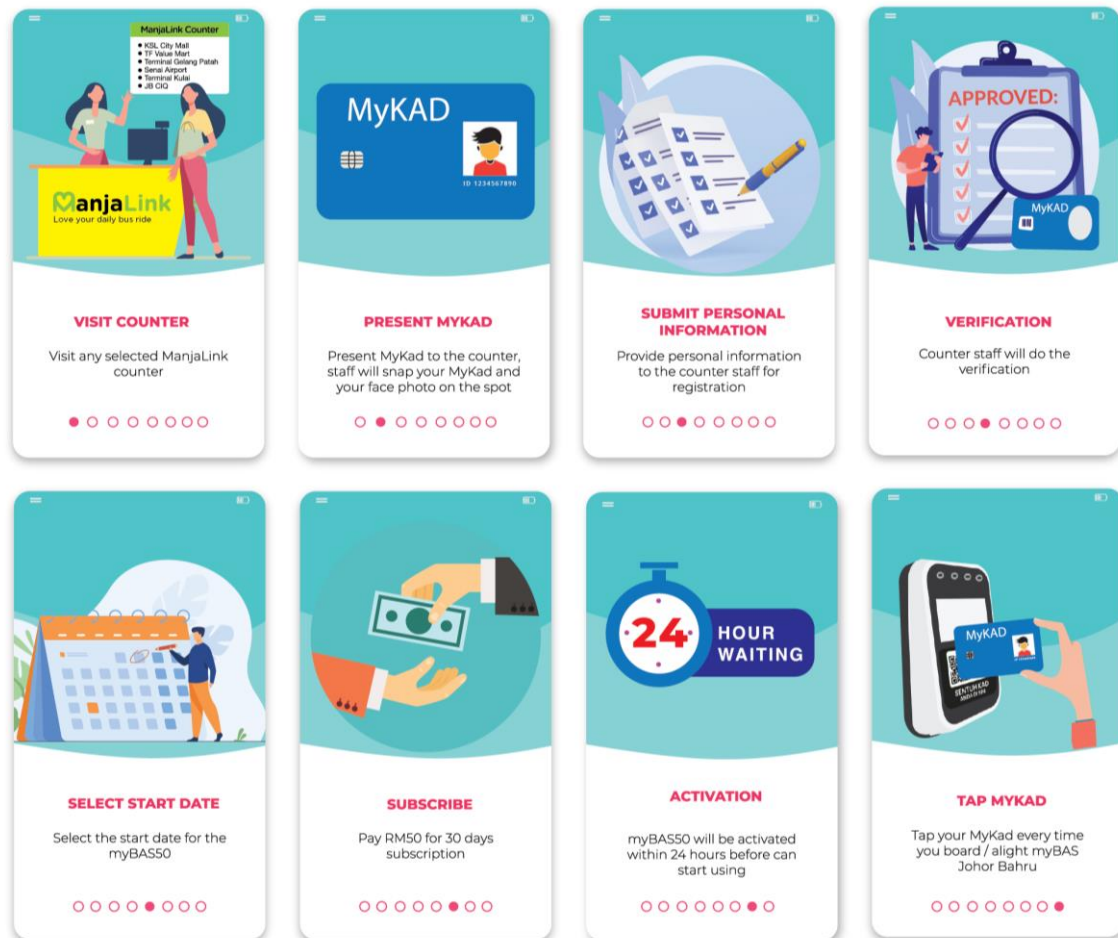


[Click HERE to download the LUGO app](#)

Via Counter (MyKad)

myBAS50 is available from the following Causeway Link / ManjaLink counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai Airport
- TF Value Mart



7. When can I start using myBAS50?

This depends on where you registered and subscribed your myBAS50.

Smartphone (LUGO app)

If you register and subscribe your Pas Transit myBAS50 through the LUGO app, it may take up to 24 hours for your application to be approved. However, once your application is approved (you will receive a notification) and payment is done, you may start using your Pas Transit myBAS50 in your LUGO app on the bus immediately.

Counter

If you register and subscribe your Pas Transit myBAS50 through ManjaLink counter, approval and payment will be made on the spot. However, after the payment is done, you need to wait up to 24 hours before can using your Pas Transit myBAS50 in your MyKad/MyTentera on the bus.

⚠ Important

Please take note that even though the early registration for subscription is available starting from 13 March 2023, the earliest date you can use your Pas Transit myBAS50 on the bus is on 1 April 2023 depending on your chosen start date.

8. How do I renew my myBAS50?

There are a few ways to renew your **myBAS50** depending on where you set up your pass,

For Smartphone (LUGO app)

Step 1: Launch LUGO app

Step 2: Select "Manage myBAS50" (skip this step if your myBAS50 is still active)

Step 3: Select "Renew Pass"

Step 4: Make payment

For MyKad

Visit any of the selected Causeway Link / ManjaLink counters to renew your **myBAS50**:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai Airport
- TF Value Mart

9. For myBAS50 renewal, do I need to wait for 24 hours before I can start using it?

It depends on where you have subscribed your myBAS50.

Counter

If you have renewed your myBAS50 at least 24 hours before it expired, you will not have to wait for up to 24 hours before your renewed pass is activated.

However, if you renewed your myBAS50 at least 24 hours before the expiry date or after it is expired, then you will have to wait for a maximum of 24 hours before start tapping on the bus.

To avoid service interruption, we would recommend you to renew your myBAS50 as early as possible.

Smartphone (LUGO app)

Your myBAS50 will be ready to use immediately upon renewal.

10. Is there an admin fee or any hidden charges for myBAS50?

There is no admin fee or any hidden charges for **myBAS50**. You only need to pay the price of the pass, which is RM50.

11. Can anyone below 12 year old subscribe myBAS50 with their MyKid card?

No, MyKid cardholders are not applicable for myBAS50, only MyKAD & MyTentera holders aged 12 and above can apply for myBAS50.

12. Can I apply myBAS50 with MyTentera card?

Yes, you may apply for myBAS50 with your MyTentera. However the subscribe price will still be RM50, as there will be no concession fare offered here.

13. What is the validity period of myBAS50?

The validity period is 30 consecutive days (including weekends). You will asked to set the activation date for your pass during the subscription.

14. How far in advance can I subscribe myBAS50?

There is no limit on how many days in advance you can extend the current subscription package. However, you can only have at most 2 validity periods at one time. For instance, you subscribe to myBAS50 on 1 Apr, thus the validity period will be from 1 Apr - 30 Apr, and within any of this date, you can again extend/renew your current subscription which will begin from 1 May onward. But you can only do this pass extend/renewal action one time if your myBAS50 is still active.

15. Can I transfer my myBAS50 to others (etc. family or friends)?

No, the **myBAS50** is bind to your MyKad/MyTentera and it is non-transferable.

16. Can I transfer my myBAS50 account from MyKAD to LUGO app?

Yes, you can transfer your **myBAS50** between MyKAD and the LUGO app. To do so, you must visit any of the selected Causeway Link / ManjaLink counters listed below:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai Airport
- TF Value Mart

*Please note that after you have made your switch request from the counter, it may take up to 24 hours for the verification part to complete before you can proceed to use your myBAS50, and any losses incurred while switching between myBAS50 will not be eligible for any refund or compensation.

17. Is there an additional fee to switch my myBAS50 account between MyKAD and the LUGO app?

No, there will be no addition charges here.

18. What happened if I lost my MyKad? Can I transfer my myBAS50 to my new MyKad/MyTentera or the LUGO app?

There are 2 solutions when it comes to this:

Solution 1: Replace your MyKad

You need to get your MyKad replaced at any National Registration Department (Jabatan Pendaftaran Negara's (JPN) counter. Once you have got your new MyKad, visit any of the selected Causeway Link / ManjaLink counter (listed below) and ask the assistant from the counter staff to switch your myBAS50 to your new MyKad. Once the switching process is complete, you will have to wait until the next day to start paying with your new MyKad on the bus. There will be no additional charges will be incurred here.

Selected ManjaLink / Causeway Link counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai Airport
- TF Value Mart

Solution 2: Switch your myBAS50 from MyKad to the LUGO App

Download LUGO App from App Store or Google Play Store on your smartphone. Once you have downloaded the LUGO app on your phone, visit any of the selected Causeway Link / ManjaLink counter (listed below) and ask the assistant from the counter staff to switch your myBAS50 to your new MyKad. There will be no additional charges will be incurred here.

*Please note that after you have made your switch request from the counter, it may take up to 24 hours for the verification part to complete before you can proceed to use your myBAS50, and any losses incurred while switching between **myBAS50** will not be eligible for any refund or compensation.

Selected ManjaLink / Causeway Link counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai Airport
- TF Value Mart

19. What if my MyKad is faulty and unreadable after I have subscribed myBAS50?

There are 2 solutions when it comes to this:

Solution 1: Replace your MyKad

You need to get your MyKad replaced at any National Registration Department (Jabatan Pendaftaran Negara's (JPN) counter. Once you have got your new MyKad, visit any of the selected Causeway Link / ManjaLink counter (listed below) and ask the assistant from the counter staff to switch your **myBAS 50** to your new MyKad. There will be no additional charges will be incurred here.

Selected ManjaLink / Causeway Link counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai Airport
- TF Value Mart

Solution 2: Switch your myBAS50 from MyKad to the LUGO App

Download LUGO App from App Store or Google Play Store on your smartphone. Once you have downloaded the LUGO app on your phone, visit any of the selected Causeway Link / ManjaLink counter (listed below) and ask the assistant from the counter staff to switch your **myBAS50** to your new MyKad. There will be no additional charges will be incurred here.

*Please note that after you have made your switch request from the counter, it may take up to 24 hours for the verification part to complete before you can proceed to use your myBAS50, and any losses incurred while switching between **myBAS50** will not be eligible for any refund or compensation.

Selected ManjaLink / Causeway Link counters:

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai Airport
- TF Value Mart

20. If I want to terminate my myBAS50 before the expiry date, can I request a refund?

No. You are not allowed to terminate your **myBAS50** before the expiry date, and any refund requests will also not be accepted once the **myBAS50** has been activated.

21. Can I use myBAS50 outside Johor?

No, **myBAS50** is currently available on myBAS Johor Bahru only.

22. Can I use myBAS50 on the Muafakat buses?

No, you can only use **myBAS50** on myBAS Johor Bahru.

23. After activating myBAS50, can I still use MyKAD as a Touch N Go?

Yes, you can still use MyKAD as Touch N Go even the **myBAS50** has been activated, it will not affect the normal function of Touch N Go.

24. What should I do if I want to buy myBAS50 through MyKAD but the chip does not work?

In this case, we would recommend you to subscribe the **myBAS50** through the LUGO app. Please refer to Q.6 and learn how to subscribe **myBAS50** via the LUGO app.

25. When should I renew my myBAS50?

You can choose to renew your **myBAS50** at any time, even if your pass has not expired. However, we recommend renewing the pass at least 24 hours before the expiry date to avoid any possible disruption of service. Upon renewal, the validity period of your **myBAS50** will be extend for another 30 days.

26. Can I pick the activation date while renewing the myBAS50?

This depends on where you renew your **myBAS50**.

Counter

If your existing myBAS50 has expired, you may choose your preferred start date for your myBAS50 renewal, the earliest start date you can choose is the following day. However, if your myBAS50 is still active, then by renewing your myBAS50 you will end up adding another 30 validation days to your existing pass.

Smartphone (LUGO app)

If your existing myBAS50 has expired, you can choose to activate your monthly pass on the same day of renewal or any other day as you preferred. However, if your myBAS50 is still active, then by renewing your myBAS50 you will end up adding another 30 validation days to your existing pass.

27. Is there an auto-renewal function for myBAS50?

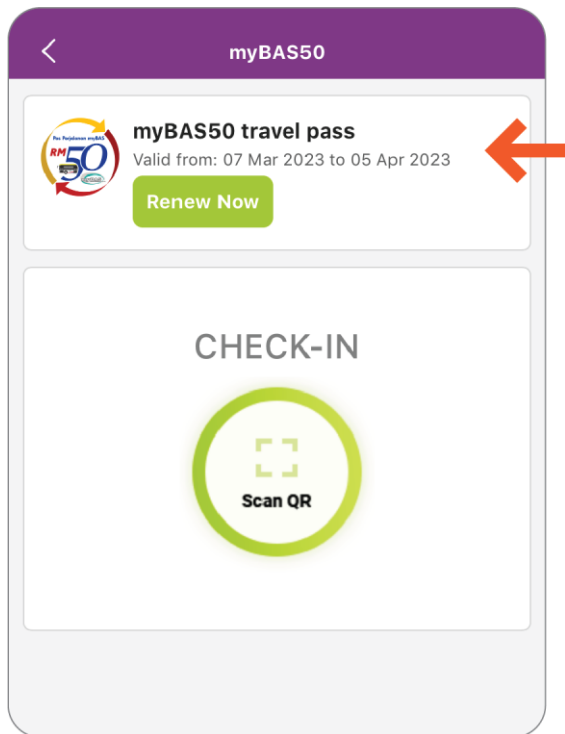
No, there is no auto-renewal function, users will have to renew their **myBAS50** manually through the selected ManjaLink / Causeway Link counters or LUGO app depending on from where you have subscribed your **myBAS50**.

For more information, please refer to Q.8 on how to renew your **myBAS50**.

28. How do I check the balance of days of the myBAS50?

For Smartphone (LUGO app)

If your **myBAS50** is subscribed through LUGO app, you may view the balance days of your **myBAS50** at the top of your myBAS50 Transit Pass page.



For MyKad

Your subscription receipt will indicate the start and end dates of your myBAS50.

Alternatively, you can also check the balance of day of your myBAS50 at any of the Causeway Link / ManjaLink counters listed below.

- Gelang Patah Bus Terminal
- JB CIQ
- KSL City Mall
- Kulai Bus Terminal
- Senai Airport
- TF Value Mart

29. How to tap while board and alight the bus?

Smartphone (LUGO app)

Check-in:

1. Open LUGO app and launch the QR code scanner
2. Scan the QR code on the tapping machine until the e-ticket pops out

Check-out:

1. Open LUGO app and launch the QR code scanner

2. Scan the QR code on the tapping machine until the e-ticket pops out

Or

1. Open LUGO app and click “Select Stop”

2. Select the stop you are alighting from

MyKad

Tap your MyKad at the tapping machine while boarding and alighting the bus. Upon tapping, the tapping machine will make a “ding” sound indicating that your check-in/check-out is successful.

30. Why should I tap out while alighting the bus since I have already subscribed the unlimited pass?

It is for your safety concerns. This will be a good proof for your insurance coverage in case anything happened to you during the trip.

31. If my myBAS50 has expired but I wanted to board the bus urgently, can I pay with cash instead?

Yes, you can still use cash to pay for the bus fare. However, change will not be provided on the bus, so make sure you pay the exact amount to avoid any unpleasant situations.

32. Can I change myBAS50 subscription date after payment?

No, subscription date changes will not be allowed after payment has been made.