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SUBSCRIPTION

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. 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.

4. What is the subscription fee of myBAS50?

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

5. 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.

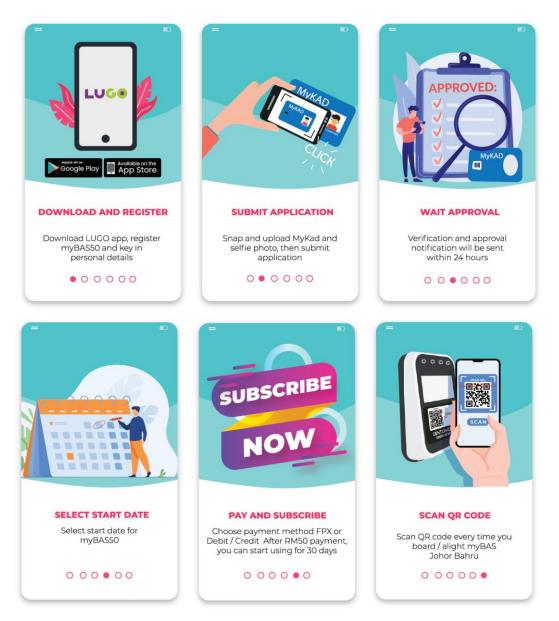
6. When will myBAS50 be made available for subscribe?

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.

7. 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 (Nusa Bestari)



8. How can I check the status of myBAS50 registration via the LUGO app?

To check the status of your myBAS50 registration, simply click on the myBAS50 status button. Once your registration is approved, you will be able to proceed with selecting your desired start date and making the payment.

9. When can I start using myBAS50?

This depends on where you registered and subscribed your myBAS50.

Smartphone (LUGO app)

To subscribe to myBAS50 through the LUGO app, you'll need to go through a registration process first. It usually takes up to 24 hours for the registration to be approved. Once approved, you'll receive a notification from the LUGO app. After that, you can subscribe to the myBAS50 pass by choosing a start date and making the payment. Once the payment is completed, you can start using your pass from the selected start date.

<u>Counter</u>

myBAS50 will be available for subscribe over the selected ManjaLink / Causeway Link counters starting from 10 March 2023, and subscribers can start using the pass earliest by 1 Apr 2023 on all myBAS Johor Bahru.

Once your subscription process is completed, please allow a 24-hour waiting period before you can start using your myBAS50 with your MyKad/MyTentera on the bus.

For renewals, 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 valid, then by renewing your myBAS50 you will end up adding another 30 validation days to your existing pass.

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 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.

12. 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.

13. 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. If you extend/renew your pass while your current pass is still active, you won't be able to choose the start date. Instead, it will automatically add another 30 days to the end of your existing pass. You can only select the start date of your pass when there is no active subscription already.

14. Can I change myBAS50 subscription date after payment?

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

RENEWAL

15. 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/myTentera

Option 1: via website

You can conveniently renew your subscription online by visiting our website at HERE.

Option 2: via counter

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 (Nusa Bestari)

16. 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.

17. 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.

18. 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.

19. 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.

<u>Counter</u>

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.



For example, suppose you subscribe to the myBAS50 pass on 1st April, and its validity period lasts until 30th April (30 days). If you wish to continue using your pass without any service interruption, you must renew it no later than 29th April 2023. This ensures that your pass remains active, and you can enjoy uninterrupted services throughout the specified period.

In the other hand, if you renewed your myBAS50 less than 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.



For example, if you subscribe to the myBAS50 pass on 1st April, it will be valid until 30th April (30 days). To avoid any service interruption, make sure to renew the pass before 30th April. If you renew it on or after that date, there might be a maximum 24-hour interruption before you can use it again.

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

Smartphone (LUGO app)

Once you renew your pass, you can start using it right away.

20. Will I receive any reminders when my subscription is about to expire?

Yes, if you subscribe to your plan through the LUGO app, you will receive reminders. These reminders will be sent during the last three days prior to your subscription expiring. However, if you are a MyKad/MyTentera user, please visit the Causeway Link website to check the validity of your subscription.

ACCOUNT SWITCHING

21. 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.

22. Can I switch my myBAS50 account from MyKAD/MyTentera to LUGO app or vice versa?

Yes, you can switch your myBAS50 between MyKad/MyTentera and the LUGO app.

From LUGO app to MyKAD/MyTentera

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 (Nusa Bestari)

From MyKad/MyTentera to LUGO

Step 1: Download LUGO app from App Store or Google Play Store

Step 2: Launch LUGO app and select "myBAS50 Registration" under LUGO bot

Step 3: Enter your personal information, including your full name, MyKad/MyTentera number, and contact number. After filling in the details, click on the "continue" button.

Step 4: If you wish to switch your myBAS50 pass from your MyKad to the LUGO app, confirm your decision by selecting "OK."

*Please be aware that the verification process for your myBAS50 may take up to 24 hours before you can use it to make a payment on the bus via MyKad/MyTentera or LUGO app. Please note that any losses incurred during this switching period will not be eligible for refund or compensation. If you plan

to use the bus service within this time, kindly make the payment with either cash or a cashless payment method.

23. If I switch my subscription from LUGO app to MyKad/MyTentera, how long does it take?

Upon making a switching request at the counter, your subscription plan in Lugo will be deactivated immediately. However, please be aware that there is a maximum waiting period of 24 hours before you can use your MyKad/MyTentera to board the bus.

24. What will happen to my existing subscription if I change my account from MyKad/MyTentera or the LUGO app?

Your subscription will remain unchanged. However, please be aware that the verification process may take up to 24 hours to complete before you can start using your pass.

Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

25. How many times am I allowed to switch my myBAS subscription between the LUGO app and MyKad/MyTentera, and vice versa?

As of now, there are no limitations on the number of times you can switch your myBAS subscription between the LUGO app and MyKad.

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

No, there will be no addition charges here. Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

27. 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/MyTentera replaced at any National Registration Department (Jabatan Pendaftaran Negara's (JPN) counter. Once you have got your new MyKad/MyTentera, 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/MyTentera. Once the switching process is complete, you will have to wait until the next day to start paying with your new MyKad/MyTentera 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 (Nusa Bestari)

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

Step 1: Download LUGO app from App Store or Google Play Store

Step 2: Launch LUGO app and select "myBAS50 Registration" under LUGO bot

Step 3: Enter your personal information, including your full name, MyKad/MyTentera number, and contact number. After filling in the details, click on the "continue" button.

Step 4: If you wish to switch your myBAS50 pass from your MyKad/MyTentera to the LUGO app, confirm your decision by selecting "OK."

*Please note that 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. Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

Selected ManjaLink / Causeway Link counters:

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

USAGE

28. Can I use myBAS50 outside Johor?

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

29. Can I use myBAS50 on the Muafakat buses?

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

Click <u>HERE</u> to check all the myBAS Johor Bharu bus routes.

30. After activating myBAS50, can I still use MyKad/MyTentera as a Touch N Go?

Yes, it will not affect the normal function of Touch N Go.

31. What should I do if I want to buy myBAS50 through MyKad/MyTentera 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.

32. I have subscribed to myBAS50 through MyKad/MyTentera. Recently, I replaced my myKAD. Do I need to register again at the counter?

No, registration is not required. Please visit any designated counter and present your new MyKad/MyTentera to update your profile. Please note that it may take up to 24 hours before you can use your MyKad/MyTentera to board the bus.

33. 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/MyTentera

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

Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

Selected ManjaLink / Causeway Link counters:

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

Solution 2: Switch your myBAS50 from MyKad/MyTentera to the LUGO App Step 1: Download LUGO app from App Store or Google Play Store Step 2: Launch LUGO app and select "myBAS50 Registration" under LUGO bot Step 3: Enter your personal information, including your full name, MyKad/MyTentera number, and contact number. After filling in the details, click on the "continue" button. Step 4: If you wish to switch your myBAS50 pass from your MyKad/MyTentera to the LUGO app, confirm your decision by selecting "OK."

*Please note that 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. Please note that during the processing period (up to 24 hours), if you need to take the bus service, you must pay the bus fare with cash or a cashless payment method.

34. 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.

< myBAS50	
wyBAS50 travel pass Valid from: 07 Mar 2023 to 05 Apr 2023 Renew Now	•
CHECK-IN CI Scan QR	

For MyKad/MyTentera

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

Alternatively, click <u>HERE</u> and enter your IC number to check the validity of your myBAS50 pass.

35. 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/MyTentera

Tap your MyKad/MyTentera 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.

36. 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.

37. 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.

TERMINATION & REFUND

38. 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 payment has been done.

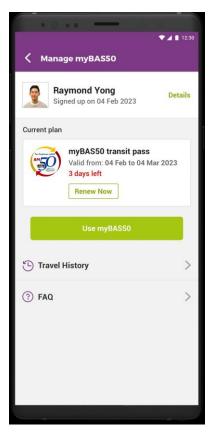
TROUBLESHOOT AND OTHERS

39. If I have subscribed myBAS50 plan through LUGO app, what happen if I uninstall the LUGO app or change to a new device?

Please note that you'll need to undergo the registration process once more. Kindly be aware that the approval of your registration might take up to 24 hours. After approval, you can continue using your myBAS50 on the bus without any additional payment if your subscription is still within the subscription period.

40. What should I do if I discover that the QR code sticker inside the bus is missing, not available, or faulty?

You can show your myBAS50 profile to the bus driver, which will display the subscription date of your pass.



41. Can I use LUGO app to register and subscribe to myBAS50, and then use MyKad/MyTentera to board the bus?

No, if you register and subscribe to myBAS50 through LUGO app, you can only check in and out using the app. If you prefer to use MyKad/MyTentera, please register in person at our designated counter.

42. If I am not able to register through LUGO app and cannot take a selfie, what should I do?

Please reach out to us via email at <u>feedback@causewaylink.com.my</u> for further assistance.

43. Can I check-in using the LUGO app even without internet access?

Unfortunately, you will require a stable internet connection to use the LUGO app for check-in purposes. The app relies on internet connectivity to process and verify your check-in information.

44. Is Bluetooth required for check-in using the LUGO app?

Yes, please ensure that your Bluetooth is enabled for the LUGO app.

SUPPORT

45. What should I do if the above FAQs do not provide the necessary assistance?

You can contact our customer service team at +607-3602244 or send an email to <u>feedback@causewaylink.com.my</u> for further assistance.