

20% DISCOUNT FOR HIGHWAY USERS AT THE PENANG BRIDGE TOLL PLAZA
FREQUENTLY ASKED QUESTION (FAQ)

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20% DISCOUNT FOR HIGHWAY USERS AT THE PENANG BRIDGE TOLL PLAZA

Date Updated: 22 August 2026

NO	QUESTION	ANSWER
A. QUESTIONS ON THE JustGO App 20% DISCOUNT		
1.	When will PLUS activate the JustGO App 20% Discount for eligible customers at the Penang Bridge Toll Plaza?	PLUS activated the JustGO App 20% Discount for eligible customers at the Penang Bridge Toll Plaza on 28 August 2026.
2.	Will the JustGO App 20% discount application be open to all vehicle classes?	NO. Only Class 2 and 3 vehicles with an active JustGO account that meet the Terms & Conditions are eligible to apply for the 20% discounted toll rate.
3.	Who is eligible to enjoy the JustGO App 20% toll discount at the Penang Bridge Toll Plaza and what documents need to be submitted when making an application?	There are two (2) categories: 1. Penang Residents <u>Eligibility Criteria:</u> a) Must be a Malaysian citizen. b) Must be seventeen (17) years old or above at the time of application. c) The applicant's Identity Card (MyKad) must show a residential address in Penang. d) Each customer is only entitled to one (1) discount. e) The vehicle must be registered under the applicant's name or that of an immediate family member, namely the applicant's parent(s), spouse, or legally recognised children). <u>Required Supporting Documents:</u> a) A copy of the applicant's Identity Card (MyKad). b) A copy of the vehicle owner's Identity Card if the applicant is not the registered owner of the vehicle. c) A letter of authorisation from the vehicle's owner. d) A copy of the Vehicle Registration Certificate. e) A copy of the Marriage Certificate or Birth Certificate of the vehicle owner (if the vehicle owner is the applicant's parent, spouse, or child). 2. Employees or Students <u>Eligibility Criteria:</u> a) Must be a Malaysian citizen. b) Must be seventeen (17) years old or above at the time of application. c) Working or studying at a company or institution located in Penang. d) Each customer is only entitled to one (1) discount. e) The vehicle must be registered under the applicant's name or that of an immediate family member, namely the applicant's parent(s), spouse, or legally recognised children <u>Required Supporting Documents:</u> a) A copy of the applicant's Identity Card (MyKad). b) A copy of the vehicle owner's Identity Card if the applicant is not the registered owner of the vehicle. c) A letter of authorisation from the vehicle owner. d) A copy of the Vehicle Registration Certificate. e) A copy of the Marriage Certificate or Birth Certificate of the vehicle owner (if the vehicle owner is the applicant's parent, spouse, or child).

		f) The applicant must submit an employment verification letter or proof of employment dated no more than one (1) month from the date of application.
4.	Do I need to register as a PLUS Miles member?	No. All JustGO App users will be automatically enrolled as PLUS Miles members without the need for a separate registration.
5.	How do I apply for the 20% JustGO App discount?	Applications for the 20% JustGO App discount can only be submitted through the JustGO App by following these steps: 1) Register for a JustGO App account or log in to your existing JustGO App account. 2) Complete the onboarding process (e-KYC, e-KYP and e-KYV). 3) Tap the " Jimat di Penang " banner. 4) Complete the application form and upload the required supporting documents. 5) Your application is now successfully submitted.
6.	How can I check the status of my 20% discount application?	You can check your application status via the JustGO App under "Jimat di Penang Discount Summary."
7.	If I use JustGO App with the 20% discount as my toll payment method and drive a Class 3 vehicle (Van), which lane should I use?	JustGO App users who have activated the 20% discounted toll rate may use any lane at the Penang Bridge.
8.	How do I cancel my 20% discount through the JustGO App?	1. Log in to your JustGO App account. 2. Tap " Me. " 3. Select " Cancellation Request " under " Jimat di Penang Discount Summary. " 4. Enter the reason for the cancellation request and tap " Proceed. " 5. Your cancellation request will be processed. 6. Once the cancellation is successful, you must wait seven (7) days before submitting a new application
9.	Why can't I submit a new application after cancelling my discount?	A new application can only be submitted after the seven (7)-day waiting period from the date the cancellation is successfully processed.
10.	What should I do if my 20% discount application is rejected?	You may submit a new application after ensuring that all the information and supporting documents provided are complete and comply with the Terms & Conditions.
11.	Can I apply for the 20% discount for more than one vehicle?	NO. Each JustGO App account is only eligible to apply one (1) vehicle to enjoy the 20% discount.

NO	SOALAN	JAWAPAN
B. QUESTIONS ON THE RFID 20% DISCOUNT		
1	Is the 20% RFID discount application open to all vehicle classes?	No. Only Class 2 and Class 3 vehicles with an installed and activated RFID Tag are eligible to apply for the 20% discounted toll rate, subject to the Terms & Conditions.
2	If I use the 20% RFID Discount as my toll payment method and drive a Class 3 vehicle, which toll lane should I use?	Customers may use any toll lane displaying the RFID sign. As U26 and U19 are dedicated RFID lanes, Class 3 RFID vehicles are also permitted to use these lanes.
3	Who is eligible for the 20% RFID discounted toll rate at the Penang Bridge Toll Plaza, and what supporting documents are required when applying?	There are two (2) categories: 1. Penang Residents <u>Eligibility Criteria:</u> a) Must be a Malaysian citizen. b) Must be seventeen (17) years old or above at the time of application. c) The applicant's Identity Card (MyKad) must show a residential address in Penang. d) Each customer is only entitled to one (1) discount. e) The vehicle must be registered under the applicant's name or that of an immediate family member, namely the applicant's parent(s), spouse, or legally recognised children). <u>Required Supporting Documents:</u> a) A copy of the applicant's Identity Card (MyKad). b) A copy of the vehicle owner's Identity Card if the applicant is not the registered owner of the vehicle. c) A letter of authorisation from the vehicle's owner. d) A copy of the Vehicle Registration Certificate. e) A copy of the Marriage Certificate or Birth Certificate of the vehicle owner (if the vehicle owner is the applicant's parent, spouse, or child). 2. Employees or Students <u>Eligibility Criteria:</u> a) Must be a Malaysian citizen. b) Must be seventeen (17) years old or above at the time of application. c) Working or studying at a company or institution located in Penang. d) Each customer is only entitled to one (1) discount. e) The vehicle must be registered under the applicant's name or that of an immediate family member, namely the applicant's parent(s), spouse, or legally recognised children <u>Required Supporting Documents:</u> a) A copy of the applicant's identity Card (MyKad) b) A copy of the vehicle owner's Identity Card if the applicant is not the registered owner of the vehicle. c) A letter of authorisation from the vehicle owner d) A copy of the Vehicle Registration Certificate e) A copy of the Marriage Certificate or Birth Certificate of the vehicle owner (if the vehicle owner is the applicant's parent, spouse, or child). f) The applicant must submit an employment verification letter or proof of employment dated no more than one (1) month

		from the date of application.
4	Can I apply for the 20% RFID discount at the Penang Bridge Toll Plaza Customer Service Counter?	No. Applications must be submitted online only through the Jimat di Penang Portal.
5	How do I apply for the 20% RFID discount?	1) Visit the Jimat di Penang Portal. 2) Complete the application by selecting Individual Registration, Vehicle Class, and Application Category. 3) Upload the required supporting documents. 4) Submit the application.
6	Do I need to register as a PLUSMiles member?	YES. You must register as a PLUSMiles member because access to the 20% Discount Portal uses your PLUSMiles membership credentials. Use the same PLUSMiles ID and password when logging in to the Jimat di Penang Portal.

NO	SOALAN	JAWAPAN
C. QUESTIONS ON THE BANK CARD 20% DISCOUNT		
1	What types of cards are accepted for the Open Payment toll system?	Only Visa, Mastercard and American Express debit, credit and prepaid cards are accepted.
2	How many bank cards can I register for the 20% Bank Card discount?	Only one (1) bank card may be registered per customer when applying.
3	Is the 20% Bank Card discount available for all vehicle classes?	No. Only Class 2 and Class 3 vehicles are eligible, subject to the Terms & Conditions.
4	If I use the 20% Bank Card discount with a Class 3 vehicle, which lane should I use?	Customers may use any lane displaying the Bank Card payment sign. Class 3 vehicles using bank card payment are permitted to use these lanes.
5	Who is eligible and what documents are required?	There are two (2) categories: 1. Penang Residents <u>Eligibility Criteria:</u> a) Must be a Malaysian citizen. b) Must be seventeen (17) years old or above at the time of application. c) The applicant's Identity Card (MyKad) must show a residential address in Penang. d) Each customer is only entitled to one (1) discount. e) The vehicle must be registered under the applicant's name or that of an immediate family member, namely the applicant's parent(s), spouse, or legally recognised children). <u>Required Supporting Documents:</u> a) A copy of the applicant's Identity Card (MyKad) b) A copy of the vehicle owner's Identity Card if the applicant is not the registered owner of the vehicle. c) A letter of authorisation from the vehicle's owner. d) A copy of the Vehicle Registration Certificate. e) A copy of the Marriage Certificate or Birth Certificate of the vehicle owner (if the vehicle owner is the applicant's parent, spouse, or child).

		2. Employees or Students <u>Eligibility Criteria:</u> - Must be a Malaysian citizen. - Must be seventeen (17) years old or above at the time of application - Working or studying at a company or institution located in Penang. - Each customer is only entitled to one (1) discount. - The vehicle must be registered under the applicant's name or that of an immediate family member, namely the applicant's parent(s), spouse, or legally recognised children <u>Required Supporting Documents:</u> - A copy of the applicant's identity Card (MyKad) - A copy of the vehicle owner's Identity Card if the applicant is not the registered owner of the vehicle. - A letter of authorisation from the vehicle owner - A copy of the Vehicle Registration Certificate - A copy of the Marriage Certificate or Birth Certificate of the vehicle owner (if the vehicle owner is the applicant's parent, spouse, or child). - The applicant must submit an employment verification letter or proof of employment dated no more than one (1) month from the date of application.
6	Can I apply at the Penang Bridge Toll Plaza Customer Service Counter?	No. Applications must be submitted online through the Jimat di Penang Portal only.
7	How do I apply for the 20% Bank Card discount?	To apply the 20% discount by Bank Card, please follow the following steps: - Visit the Jimat Di Penang Portal - Complete the application by selecting Individual Registration, Vehicle Class and Application Category. - Upload the required documents
8	Do I need to register as a PLUS Miles member?	YES. You must register as a PLUS Miles member because access to the 20% Discount Portal uses your PLUS Miles membership credentials. Use the same PLUS Miles ID and password for the Jimat di Penang Portal.
9	Why was my bank card charged RM1.00 after registering for the toll discount?	This is a temporary card verification charge performed by your card issuer. It is not an actual charge and will be automatically refunded. Depending on your bank, the reversal may appear within a few minutes or may take several weeks. If you do not receive the refund, please contact your card-issuing bank.
10.	What should I do to continue enjoying the discount if my bank card has expired?	You are required to update the details of your new card by following the steps below: - Visit the Jimat Di Penang Portal - Click the "Semak Status Permohonan/Pertukaran Kad Bank" (Kenderaan Individu)" button. - Log in to your PLUS Miles account - Click the "Pertukaran Kad Bank" button. - Click the "Seterusnya" button to proceed with the redirection to the bank portal. - Enter your bank card details and click the "Proceed" button. - Enter the bank MSOS code received via your mobile phone. - Receive an email notification confirming that the bank card has been successfully updated.

NO	SOALAN	JAWAPAN
D. QUESTIONS ON THE Touch 'n Go CARD 20% DISCOUNT		
1.	As a Touch 'n Go Card holder who receives a 20% discount for Class 3A, 4, 4A, 5, 5A, 6 & 7 vehicles, is the customer allowed to apply for the 20% discount through RFID/Bank Card/JustGO Appsystem?	NO. Customers who are eligible for the 20% Touch 'n Go Card discount are not allowed to apply for the 20% discount through RFID/Bank Card/JustGo. However, customers may continue to apply for the 20% discount using the Touch 'n Go Card, subject to the stipulated eligibility criteria.
2.	Are companies that are based and operating in Penang eligible to apply the 20% Touch 'n Go Card discount?	YES. Companies that are based and operating in Penang are eligible to apply for the 20% Touch 'n Go Card discount, subject to the stipulated requirements and supporting documents.
3.	How can customers apply for the 20% Touch 'n Go Card discount?	Customers can submit their application through the following steps: 1) Visit the PLUSMiles portal via the Jimat di Penang Portal. 2) Complete the application by selecting company registration, vehicle class, and the relevant application category. 3) Upload the required supporting documents. 4) A maximum of 10 vehicles is allowed for each application. The following documents are required to be uploaded during the application process: 1. Latest company registration documents from the Companies Commission of Malaysia (SSM) with an address in Penang only, as follows: • Form D (Rule 13) • Particulars of Registered Address Form 2. Copy of vehicle registration certificate (grant) registered under the company's name and issued by the Road Transport Department (JPJ). 3. Official company application letter using the company letterhead with a Penang address, together with the list of vehicle registration numbers for the application.

NO	SOALAN	JAWAPAN
E. QUESTIONS ON PLUSMILES MEMBERSHIP		
1	What is the PLUSMiles Program?	PLUSMiles is a customer loyalty program by PLUS Berhad specially designed to reward our customers on the PLUS*, ELITE, BKE, SPDH, LINKEDUA, JPP (Penang Bridge), and LPT2 highways. By registering your PLUSMiles/Touch 'n Go card/JustGO, you can earn PLUSMiles Reward Points.
2	Can I accumulate PLUSMiles Reward Points by using RFID on the PLUS Highway?	PLUSMiles Reward Points are awarded to private vehicles (Class 1) based on the travel distance in kilometers (KM) on the following highways – PLUS, ELITE, BKE, JPP, SPDH, LINKEDUA & LPT2. The calculation of reward points is based on the travel distance in kilometers (KM) from toll plaza to toll plaza for the closed toll system; where 1KM = 1 PLUSMiles Reward Point. For the open toll plaza system, the calculation is based on a predetermined rate. PLUSMiles Reward Points will only be calculated starting from the date you register your RFID Tag (and your PLUSMiles/Touch 'n Go card) in your PLUSMiles Account. JustGO users will automatically be enrolled as PLUSMiles members
3	Do I need to become a PLUSMiles member first before applying for the 20% toll discount?	Yes, if you wish to submit a 20% toll discount application under the individual category, you must become a PLUSMiles member first.

4.	How do I register as a PLUSMiles member to apply for the 20% toll discount?	Registration of a New PLUSMiles Member Account: - Visit the Jimat di Penang Portal - Select individual registration and the vehicle type. - Click on "Not a PLUSMiles member? Click here to register". - Fill in the required details and click "Register". - Check your email to verify your PLUSMiles account. - Click the verification link in the received email. - Your PLUSMiles membership registration is successful. Please log in to your PLUSMiles account on the Jimat di Penang Portal. Existing PLUSMiles Members: - Visit the Jimat di Penang Portal - Select individual registration and the vehicle type. - Enter your email and password of your existing PLUSMiles account to log in. Existing PLUSMiles Members – Forgot Password: - Visit the Jimat di Penang Portal - Select individual registration and the vehicle type. - Click on "Forgot password? Click here". - Fill in your PLUSMiles account email and click on "Reset Password". - Check your email inbox and click on the link provided in the email. - Check your inbox for a second email containing a temporary password. - Return to the Jimat di Penang Portal and log in using the temporary password.
5.	How do I apply for the 20% toll payment discount at JPP (Penang Bridge) after successfully registering as a PLUSMiles member?	- Visit the Portal Jimat di Penang. - Select individual registration and the vehicle type. - Choose your category, whether Permanent Resident, Employee, or Student in Penang. - Log in using your PLUSMiles details. Please refer to D (3) to see how to register as a Touch 'n Go card holder - Complete the registration based on the required information. - Upload the supporting documents such as a copy of your identity card, vehicle registration certificate (geran), and verification letter.
6.	Do I need to register a new PLUSMiles account if I already have an existing account to apply for the Penang Bridge 20% toll payment discount via RFID E-Wallet/Bank Card?	NO. You only need to log in to your existing PLUSMiles account to submit the Penang Bridge 20% toll payment discount application via the Jimat di Penang Portal.
7.	What can I do with the PLUSMiles Reward Points?	You can redeem the Reward Points by downloading the PLUS Application from the Apple App Store or Google Play.
8.	How do I get PLUSMiles Reward Points?	You need to add your PLUSMiles/Touch 'n Go card to your PLUSMiles account (via www.plusmiles.com.my or by downloading the PLUS Application). You are eligible to earn Reward Points when you travel on the PLUS Highway using a private vehicle (Class 1) on PLUS, ELITE, BKE, SPDH, LINKEDUA, LPT2 & JPP (Class 2 & 3). JustGO users will automatically be enrolled as PLUSMiles members
9.	How are PLUSMiles Reward Points calculated?	PLUSMiles Reward Points are awarded to private vehicles based on the travel distance in Kilometers (KM) for Class 1 vehicles on PLUS, ELITE, BKE, JPP, SPDH, LINKEDUA & LPT2, and for Class 2 & 3 vehicles on JPP (Penang Bridge).
10.	How can I update my PLUSMiles account password?	You cannot update your password on the Jimat di Penang Portal. To update your password, please follow these steps: - Visit the PLUSMiles Portal. - Click "My Account". - Click "Settings". - Change your password (ensure the password contains at least 1 uppercase letter, a number, and a special character). - Click "Update". Alternatively, you can do this through the PLUS Application.

11.	Can I register a PLUSMiles membership for my company to apply for the 20% toll discount?	NO. PLUSMiles membership registration is open to individuals only. If you wish to apply for the 20% toll discount for a company, you only need to click the "Company Registration" button after visiting the Jimat di Penang Portal.
12.	Is it 1 PLUSMiles account for 1 TnG eWallet account?	YES. However, please note that the registration for a PLUSMiles account is separate from the Touch 'n Go eWallet account registration.
13.	Will I get PLUSMiles Reward Points for using a Bank Card at the Penang Bridge?	NO. At this moment, the accumulation of PLUSMiles Reward Points for using a Bank Card at the Penang Bridge is not yet available.

NO.	QUESTIONS	ANSWERS
F. GENERAL QUESTIONS		
1	Will the Customer Service Counter (POS) at the Penang Bridge Toll Plaza operate as usual?	NO. However, the Customer Service Counter is open for appointments on Thursdays from 10:00 AM to 2:00 PM for the submission/handover of eligible discount cards (Company Category) only.
2	Can the existing Touch n' Go Card with the 20% toll discount still be used after I enjoy the 20% RFID / Bank Card / JustGO Appdiscount?	YES. Customers can still use the existing 20% toll discount Touch 'n Go card until further notice.
3	Can a customer apply for the Touch 'n Go Card 20% discount if the 20% RFID / Bank Card / JustGO Appdiscount has already been activated for Class 2 and Class 3 vehicles?	NO. No new applications for the Touch 'n Go Card 20% discount will be allowed for eligible applicants once the 20% discount for JustGO App/RFID/Bank Card has been activated.
4	If I am an existing holder of the Touch 'n Go Card 20% discount, am I eligible to apply for the 20% RFID discount?	YES. Eligible customers are highly encouraged to apply for the 20% discount for JustGO App/RFID/Bank Card, but this is still subject to the terms and conditions set.
5	I was born in Penang but my Identity Card (MyKad) shows an address from another state. Am I eligible to apply for the 20% RFID / Bank Card / JustGO Appdiscount?	NO. Only Identity Cards with a Penang address are eligible to apply for the 20% RFID / Bank Card / JustGO Appdiscount under the resident category.
6	How long does the approval process take for the 20% RFID / Bank Card / JustGO Appdiscount or the 20% Touch 'n Go Card discount application?	The approval period takes approximately 3 to 7 days from the application date, depending on the completeness of the submitted information and supporting documents.
7	If my application for the 20% RFID / Bank Card / JustGO Appdiscount is approved, can I claim a refund for past transactions that did not receive the 20% discount?	No refunds or claims are allowed for transactions made prior to approval.
8	What is the validity period of the 20% RFID / Bank Card / JustGO Appdiscount?	For the employee and student categories, the validity period is 2 years from the date the application is approved. Applications for discount renewal can only be made starting one month before the expiry date (subject to terms & conditions). No renewal is required for the resident category.

9	For Company vehicles, how do we renew the expired JPP Touch 'n Go Card 20% discount?	The following steps must be taken by the customer if the vehicle is Class 3A, 4, 4A, 5, 5A, 6 & 7: 1. Visit Portal Jimat di Penang. 2. Complete the PLUSMiles Card 20% Discount Application. 3. Upload the required documents.
10	What should I do if I am double-charged (disputed transaction amount) when an issue occurs at either the SmartTAG lane or the RFID / Bank Card lane?	For RFID: Customers can make an online refund claim at the Touch 'n Go website: Refund Touch 'n Go (touchngo.com.my) For Bank Cards: Customers can file a claim through the respective card-issuing bank. For JustGO Appusers: Email the details to contact@justgo.com.my
11	Can I change and/or transfer the discount eligibility to another party?	NO. This discount is tied to the registered TnG e-wallet account and RFID / Bank Card / JustGo, based on the vehicle owner and license plate number approved by PLUS.
12	Do I need to obtain the RFID Tag first before applying for the 20% discount?	YES. You must have an active RFID Tag and activate it with TNG first, as the RFID tag number must be included in the application.
13	I own two vehicles. Can both vehicles be registered under my name for the discount?	NO. The 20% discount application is limited to only one individual and one vehicle.
14	If my application is approved, will I enjoy this discount permanently?	For the Employee/Student category, the discount period is 2 years. Users who still meet the existing eligibility criteria can apply for an extension. Meanwhile, for the Company category, the discount period depends on the active status of the TnG card and is subject to changes from time to time.
15	I have been enjoying the 20% discount via RFID. Do I need to submit a new application if my car is stolen, or if I sell my old car and buy a new one?	YES. The vehicle owner must inform Touch 'n Go to terminate/cancel the RFID Tag on the vehicle that was sold or stolen. You must then install and activate a new RFID tag before reapplying for the discount with PLUS. For JustGO Appusers: You need to remove the Bank Card via the JustGO Appapplication and contact JustGO Appat contact@justgo.com.my
16	I bought a second-hand car that is still under a bank loan, and my name is not yet on the Vehicle Registration Card (Geran). My JPP 20% discount application was rejected. What should I do?	The applicant may refer to the Road Transport Department (JPJ) to obtain the vehicle registration card. JPJ only issues the registration card to the registered owner of the vehicle.
17	If my application has been rejected, can I reapply? If yes, how long do I have to wait before reapplying?	YES, you can. However, new applications are still subject to the prevailing terms and conditions of the discount. - For RFID users: A new application can be submitted one (1) day after the date the previous application was rejected. - For Bank Card and JustGO Appusers: A new application can be submitted immediately after the rejection. The application outcome will be communicated within three (3) to seven (7) days after submission.

18	What information must be included in the 'Authorization Letter' from the vehicle owner?	The letter must contain the following details: 1. Confirmation of authorization from the vehicle owner allowing the applicant to register the vehicle. 2. Full name and Identity Card (MyKad) number of both the applicant and the vehicle owner. 3. Vehicle registration (plate) number.
19	The discount is valid for 2 years from the approval date. Is there any fee charged to users for applying for an extension/renewal?	NONE.
20	Can I submit the required documents physically at the Penang Bridge Customer Service Center?	No applications will be processed over the counter at the Customer Service Center.
21	Who should I contact if I face issues regarding my PLUSMiles account?	You can reach out to PLUS through the following channels: • Chatbot PUTRI on the PLUS website or WhatsApp at 019-356 9802 • Call PLUSLine at 1800-88-0000 • Email to customerfeedback@plus.com.my • Feedback form on the PLUS website
22	I have been enjoying the 20% discount via RFID. If my RFID Tag is damaged and I replace it with a new RFID tag, do I need to reapply for the 20% discount?	NO. Since your vehicle (same registration plate number) is already registered for the 20% discount, it will be automatically linked to the new RFID Tag.
23	I own a private lorry, but I cannot apply for the 20% RFID / Bank Card / JustGO Appdiscount since it is only offered for Class 2 & 3 vehicles. Can I apply for the 20% discount using a Touch 'n Go Card?	NO. The 20% discount application via card is strictly open to company-owned lorries only.
24	I am a resident of Penang and receive a company car for my daily use. Do I need to apply for the 20% discount via Touch 'n Go Card, RFID, or JustGo?	For the company category, only Class 3A vehicles and above are eligible for the 20% discount via Touch 'n Go Card. For RFID, Bank Card, or JustGO App applicants, the vehicle must be registered under the applicant's name or their immediate family members (parents, spouse or children only) to enjoy the 20% discount.
25	Once the toll discount rate is activated on the RFID Tag / Bank Card / JustGo, can I transfer the discount eligibility to another vehicle?	NO. However, if the customer terminates the RFID tag on that vehicle, the discount status will be deleted. The customer can then submit a new application to register another vehicle. The eligibility criteria remain the same and are subject to the stated terms.
26	I am permanently employed in Penang but I use my mother's vehicle. Am I eligible for this 20% discount?	YES. You are eligible to apply, but please include a signed Authorization Letter from the vehicle owner in your application.

NO.	QUESTIONS	ANSWERS
G. QUESTIONS ON RENEWAL OF 20% DISCOUNT		
1	Why is there a two (2) year time limit set for the 20% discount eligibility?	The two (2) year eligibility period for the 20% discount is only applied to employee/student vehicle status to ensure continuous eligibility and compliance with the set terms and conditions.
2	Will customers receive any notification regarding the expiration of the 20% discount?	YES. An email notification will be sent to customers before the discount period expires. For JustGO App users, the discount period can be viewed directly through the JustGO App.
3	Can customers apply for a renewal earlier without having to wait for the notification during that one-month period?	NO. Renewal applications can only be made as early as thirty (30) days prior to the expiration date.
4	If I do not apply for a renewal within the one-month period and the discount has already expired, what should I do?	A new application must be submitted for any expired discounts, rather than a Renewal Application.
5	If the 20% discount renewal is done after the discount has expired and the normal toll fare is charged, can the customer claim a refund for the normal (non-discounted) Penang Bridge toll fare from PLUS?	No refund claims will be entertained if the customer has been charged the original, normal Penang Bridge toll fare (without discount).
6	What are the steps to renew the 20% discount?	RFID and Bank Card Users: Please select the "Renewal Application" (Permohonan Penyambungan) category on the Penang Discount Portal Portal Jimat di Penang . Renewals can be submitted on the same website as early as 30 days before the expiry date.
7	How long will it take for the 20% discount renewal process to be approved by PLUS?	The processing time for renewal applications is the same as new applications, which is up to seven (7) days.

NO.	QUESTIONS	ANSWERS
H. QUESTIONS ON THE REPLACEMENT OF THE 20% DISCOUNT		
1	My RFID tag is damaged, and I have replaced it with a new RFID tag for the same vehicle. How can I transfer the 20% discount from the old RFID tag to the new RFID tag for the same vehicle?	You do not need to submit a new 20% discount application because the 20% discount will be activated automatically if the replacement RFID tag is used for the same vehicle (the vehicle for which the 20% discount was previously approved). However, if you have terminated your old RFID tag, you will need to make a new application via the Penang Discount Portal Portal Jimat di Penang.
2	I have replaced my RFID tag with a new RFID tag for a new vehicle. How can I transfer the 20% discount from the old RFID tag to the new RFID tag for the new vehicle?	You must first terminate/cancel the RFID tag of your old vehicle with Touch 'n Go. Once you have terminated the old vehicle's RFID tag, you can submit a new 20% discount application via the Penang Discount Portal Portal Jimat di Penang.
3	My RFID tag was damaged, and I got a new RFID tag replacement for the same vehicle for the 20% discount. However, I cannot delete my old RFID tag in the PLUSMiles account. How do I delete my old RFID tag?	You do not need to delete your old RFID tag and make a new 20% discount application because the 20% discount will be automatically activated if the RFID tag replacement is done for the same vehicle (the vehicle for which the 20% discount was previously approved). If you still wish to delete your old RFID tag from your PLUSMiles account, please notify us via the Customer Feedback Form (plus.com.my)

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