

TERMS & CONDITIONS OF THE "JIMAT DI PENANG" 20% DISCOUNT PROGRAM

TERMINOLOGY & NAME ABBREVIATIONS

TERMINOLOGY / ABBREVIATION	DEFINITION
ANPR	Automatic Number Plate Recognition
Family Member	The legal vehicle owner's family members shall be limited to his/her legally recognized parents, children or a spouse.
JPP	Penang Bridge (<i>Jambatan Pulau Pinang</i>)
JustGO App	A toll payment system based on vehicle registration numbers, supported by Automatic Number Plate Recognition (ANPR) technology via the JustGO Application.
JustGO	JustGO Solutions Sdn. Bhd. (Registration No. 201901000296 (1309622-A))
RFID	Radio Frequency Identification
PLUS	Projek Lebuhraya Usahasama Berhad (Registration No. 01101026564 (954700-A))
PLUSmiles	The official loyalty program by PLUS Malaysia Berhad that rewards highway users
TNG	Touch 'n Go Sdn. Bhd.

TERMS & CONDITIONS

A. TERMS AND CONDITIONS
1. Applicants are only allowed to apply under one (1) category: Resident, Employee/Student, or Company. Applications are subject to the following conditions: Resident Category (Open to JustGO App, RFID e-Wallet or Bank Card) a) Must be a Malaysian citizen; b) Must be seventeen (17) years of age and above; c) The applicant's National Registration Identity Card (NRIC) shall bear an address in the State of Penang d) Limited to one (1) vehicle only; e) The registered vehicle must be under the name of the owner or the owner's Family Member. Employee/Student Category (Open to JustGO App, RFID e-Wallet or Bank Card) Must be a Malaysian citizen; b) Must be seventeen (17) years of age and above; c) Must work at a company or study at an institution located in Penang; d) Limited to one (1) vehicle only; e) The registered vehicle must be under the name of the owner or the owner's Family Member. i) Company Category (Open to Touch 'n Go Card) a) The company must be registered and operating in Penang, as stated in the Companies Commission of Malaysia (SSM) documents; b) The company must be certified and registered under the Companies Commission of Malaysia (SSM); c) Applicable only to commercial vehicles, such as trucks/lorries; d) Limited to a maximum of ten (10) vehicles per application. 2. Eligible applicants will start enjoying the discounted toll rate once the approval is granted by PLUS and activation is completed by Touch 'n Go Sdn Bhd or the Bank. 3. Eligible applicants NOT ALLOWED to transfer and/or assign the discount to another party 4. Eligible applicants are only allowed to enjoy one (1) 20% toll payment discount per account/user. Applicants are only eligible to apply for one of the following payment methods: i) JustGO App, or ii) RFID e-Wallet, or Bank Card. 5. If an applicant has an active discount under RFID e-Wallet or Bank Card and wishes to apply for the discount via JustGo App, the applicant shall cancel their existing discount before the JustGo App's application can be submitted.

6. If the applicant has an active 20% toll payment discount through the JustGO Application and wishes to switch the discount payment method to an RFID e-Wallet or Bank Card, the applicant must first cancel the discount and deactivate/remove the vehicle from the JustGO Application before submitting a new application for the discount via the RFID e-Wallet or Bank Card.

Note: Cancelling the 20% discount in the JustGO Application alone is not sufficient. The vehicle's status under the ANPR JustGO must first be deactivated/removed to enable the applicant to apply for the discount via the RFID e-Wallet or Bank Card.

7. Application for the 20% toll payment discount may be made via: -
 (a) the JustGO Application — for applicants using the JustGO Application; or
 (b) the Jimat Portal in Penang — for applicants registering via RFID e-Wallet, Bank Card, or Touch 'n Go Card.
8. Should the applicant cancel the 20% toll payment discount via the JustGO Application, a seven (7) day cooling-off period shall apply, and the Applicant may only submit a new application after the said period has lapsed.
9. The discounted toll rate is only valid for payments made at the Penang Bridge Toll Plaza for a period of two (2) years from the discount activation date for the employee and student categories.
10. The Penang Bridge toll discount rate program is subject to the sole discretion of PLUS, and PLUS reserves the right to terminate the toll discount from time to time.
11. For the categories of the JustGO Application, RFID e-Wallet, and Bank Card, activation of the discount rate is subject to the review and approval of JustGO, TNG, or the Bank, as applicable
12. For the Bank Card category, the acceptable card types are:
- Debit cards
 - Credit cards, and
 - Prepaid cards; bearing the MyDebit, Mastercard, Visa, or American Express logo.

Note: Applicants are only allowed to register one (1) bank card at any given time.

13. For Bank Card registration, a temporary charge of RM1.00 will be applied during the registration process. This charge is imposed by the bank for the card security verification process. This is not an actual charge, and the RM1.00 amount will be refunded immediately. However, depending on the bank, it may take anywhere from a few minutes to several weeks for this transaction to be removed from your statement.
14. The following are the parties responsible for granting approval and activating the 20% discount:

Payment Mode	Approval & Activation by :			
	PLUS	Touch 'n Go	Bank	JustGO
RFID	Approval	Activation	-	-
Kad Bank	Approval	-	Activation	-
Kad Touch 'n Go	Approval	Activation	-	-
JustGO	Approval	-	-	Activation

15. Every application is subject to the discretion of PLUS. PLUS reserves the right to reject any application that does not comply with the established terms and conditions.
16. Applications to renew the toll discount period can only be submitted **thirty (30) days** prior to the discount's expiry date. Any renewal is subject to condition No. 16 above.

B. LIST OF THE REQUIRED DOCUMENTS

Each application must submit the following documents according to the selected category:

- i) **Resident Category**
- a) A copy of the applicant's National Registration Identity Card (NRIC);
 - b) A copy of the vehicle registration certificate (grant);
 - c) A copy of the vehicle owner's identity card (if applying under the RFID category and the vehicle is not registered to the applicant's account **OR** if applying under the BANK CARD/JustGo category and the vehicle does not belong to the applicant);
 - d) A fully completed Authorization Letter and a copy of the marriage certificate or birth certificate (if the vehicle is not registered under the applicant's name).

ii)	Employee/Student Category - A copy of the applicant's National Registration Identity Card (NRIC); - An Employment/Institutional Verification Letter issued within the last one (1) month from the application date, printed on the official company/institution letterhead (must include a contact phone number and email address); - A copy of the vehicle owner's identity card (if applying under the RFID category and the vehicle is not registered to the applicant's account OR if applying under the BANK CARD/JustGO) category and the vehicle does not belong to the applicant); - A copy of the vehicle registration certificate (Grant); - A fully completed Authorization Letter and a copy of the marriage certificate or birth certificate (if the vehicle is not registered under the applicant's name).														
iii)	Company Category - The company must submit an official letter using its official letterhead with a Penang address, signed only by the company owner or an authorized appointed individual. Please attach the list of company vehicle registration numbers for the application within this official letter; - A copy of the vehicle registration certificate (Grant) registered under the applying company's name, issued by the Road Transport Department (JPJ) Malaysia; - A copy of the latest company registration with the Companies Commission of Malaysia (SSM), consisting of Form D (Section 13) or Form E (Section 13).														
C. APPLICATION REVIEW AND FEEDBACK															
1.	Application status from PLUS will be sent via email or notifications from JustGo App according to the following categories: - Resident Category – three (3) days - Employee/Student Category – seven (7) days - Company Category – seven (7) days														
2.	However, this timeframe is subject to current processing times and the submission of complete documents by the customer.														
D. PLUSMILES/JustGo MEMBERSHIP															
1.	By registering as a PLUSMiles member, users agree to comply with the PLUS Privacy Notice, which can be referred to at the PLUS Privacy Notice, as well as the established terms and conditions.														
2.	For further information regarding the PLUSMiles Terms & Conditions, please visit the PLUSMiles Website or JustGO on the JustGO App.														
3.	For the individual categories (students, employees, or permanent residents of Penang), applicants must first become a PLUSMiles/JustGO member before proceeding with the 20% toll payment discount application.														
<table border="1"> <thead> <tr> <th data-bbox="305 1268 643 1360">Applicant Category</th> <th data-bbox="643 1268 850 1360">Toll Payment Method</th> <th data-bbox="850 1268 1078 1360">Application Platform</th> <th data-bbox="1078 1268 1521 1360">Account Requirement</th> </tr> </thead> <tbody> <tr> <td data-bbox="305 1360 643 1478">Individual (Student / Employee / Penang Permanent Resident)</td> <td data-bbox="643 1360 850 1478">JustGO (ANPR)</td> <td data-bbox="850 1360 1078 1478">JustGO App</td> <td data-bbox="1078 1360 1521 1478">Must have a JustGO account and will be automatically registered as a PLUSMiles member</td> </tr> <tr> <td data-bbox="305 1478 643 1604">Individual (Student / Employee / Penang Permanent Resident)</td> <td data-bbox="643 1478 850 1604">RFID / Bank Card</td> <td data-bbox="850 1478 1078 1604">Jimat di Penang Portal</td> <td data-bbox="1078 1478 1521 1604">Must become a PLUSMiles member first before making an application</td> </tr> </tbody> </table>				Applicant Category	Toll Payment Method	Application Platform	Account Requirement	Individual (Student / Employee / Penang Permanent Resident)	JustGO (ANPR)	JustGO App	Must have a JustGO account and will be automatically registered as a PLUSMiles member	Individual (Student / Employee / Penang Permanent Resident)	RFID / Bank Card	Jimat di Penang Portal	Must become a PLUSMiles member first before making an application
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4.	Only one (1) approved 20% toll payment discount application is allowed per one (1) PLUSMiles/JustGO account for individual categories (students, employees, or permanent residents of Penang only).														
5.	For the company category, applicants do not need to be a PLUSMiles/JustGO App member to apply for the 20% toll payment discount.														
6.	The accumulation of PLUSMiles Reward Points is only given to users who make toll payments using a PLUSMiles Card, Touch 'n Go Card, RFID, or JustGO App.														
7.	Toll payments made using a Bank Card at the Penang Bridge Toll Plaza are not eligible to enjoy the PLUSMiles Reward Points.														