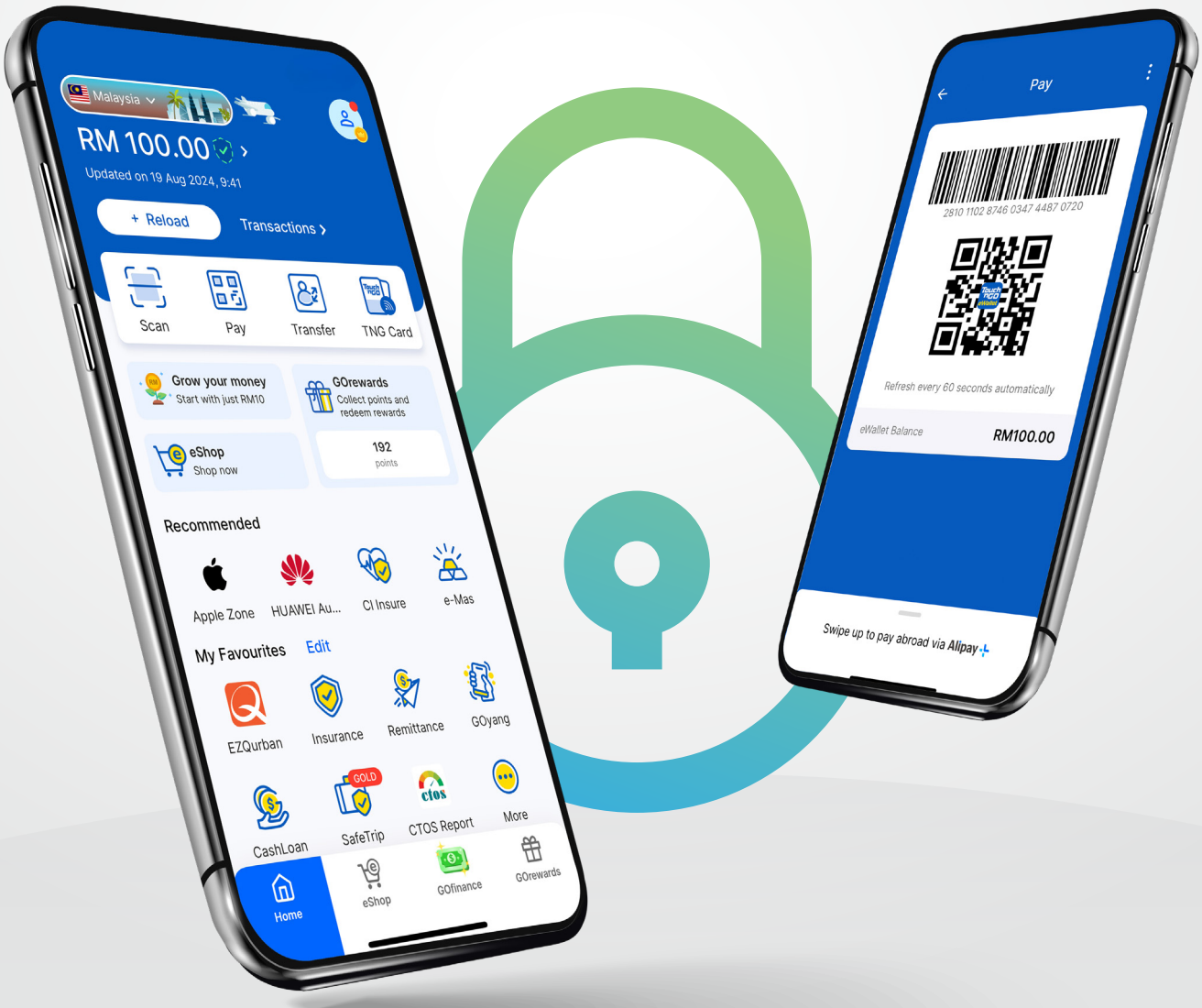
Touch 'n GO eWallet

DIGITAL HANDBOOK



A chunglei cazin:

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Bank na ngei lo maw ? Apoi lo !

TNG eWallet he cun , hlanlio bank hman hau loin fawi tein le him tein na tangka kha tawlrel khawh a si.Na tangka kha him tein chiah, tangka kong he pehtlaih in harnak hrial , cun man loin na account kha tuah law third- party hlennak kongah lungrethei ding a um lai lo .

Hi thilri hna hi nuam tein hmang :

- Thla fatin chawlehnak ri :
  - Tangka lutmi: RM5,000 tiang
  - Tangka chuakmi : RM5,000 tiang
- RM5,000 tiang tangka khirh thannak caah *T&Cs (apply) hman a si .
- Tangka pek nak pawl in Gorewards marks pawl kha lak ii zuam
- TNG eWallet Visa Card in na eWallet ii a tangmi na tangka pawl kha chuah
- Malaysia um bank account poahpoah ah phaisa kuat le lak khawh a si
- Toll ah RFID he tluang deuh in le nuam tein mawtaw mawngh
- Malaysia um telco a petu hna sinah na pek ding mi credit kha chap
- Na bill pawl kha fawi tein pe

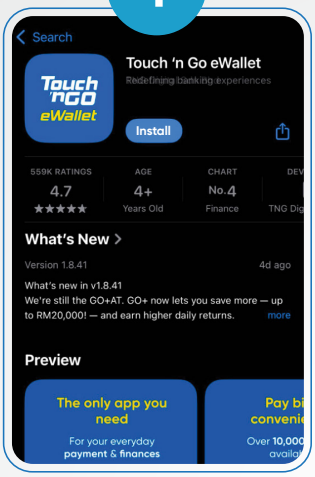
Theihternak !

- Phaisa kuatnak le hmuhnak ah ahohmanh na account hmanter hna hlah . Phungninglo a si l ‘tangka khon’ a si kho .’
- Khuazei ram hmanhah ralhrang le phungninglo cawlcanghnak bawmhchanhnak caah phaisa kua hlah.

2.1 TNG eWallet caah min cazin khumh le fehter ning

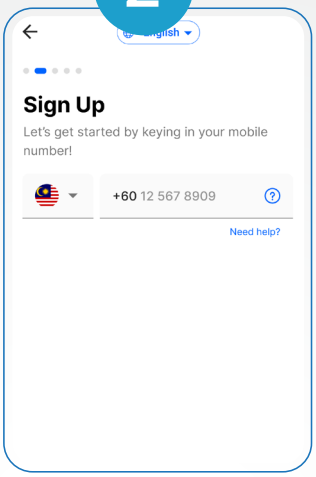
UNHCR ID he TNG eWallet caah zeitindah min cazin pek khawh a si ??

1



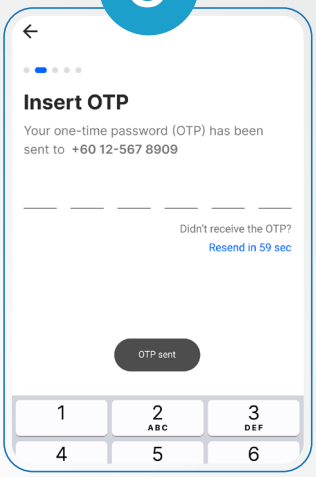
TNG eWallet app cu App Store asiloah Play Store ah install tuah

2



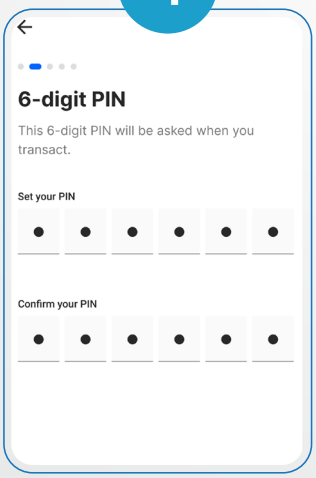
Malaysia na mobile phone number in lut

3



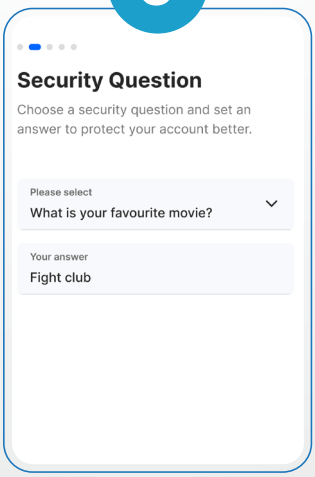
SMS in an in kuat mi OTP in lut

4



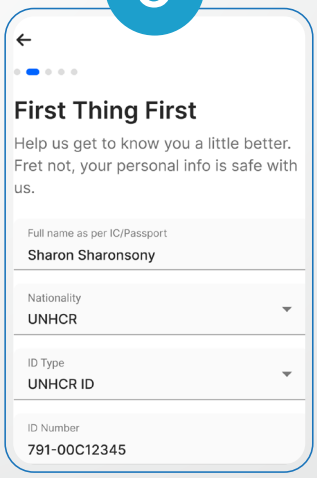
Na account himnak caah number 6 PIN ser law midang chim hna hlah!

5



Biahalnak le lehnak kha thim hna

6

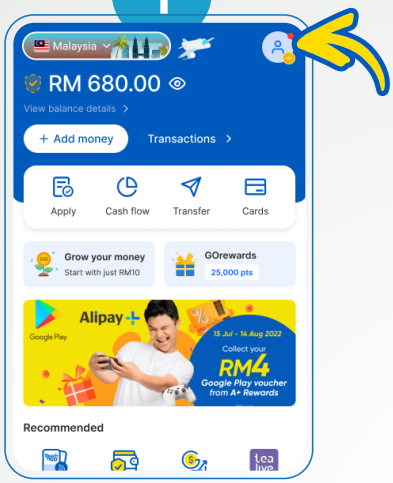


Na pumpak konglam kha khumh . Na UNHCR ID he aa khat hrim hrim ding a hau !

TNG eWallet in kan in don hna ! Atu cu na account fehternak na tuah dih a hau cang. Thawk cang hna uh sih !

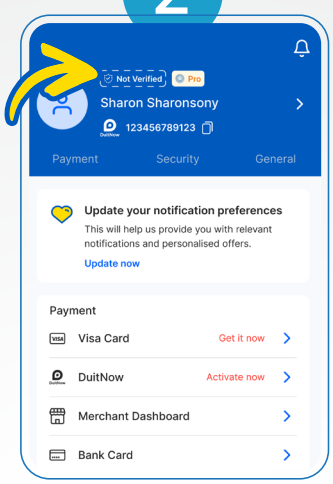
Na thawk hlanah UNHCR ID Card (A tlawmbik thla 6 chung hman khawhnak) asiloah UNHCR cakuat na ngeih hrimhrim lai

1



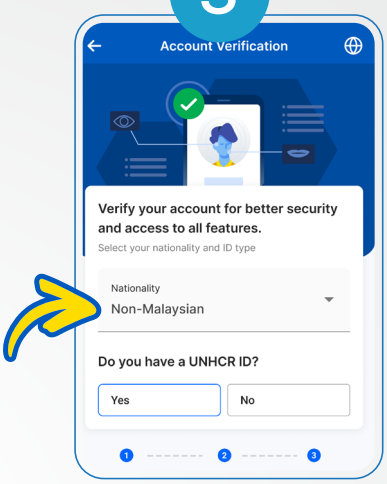
Na profile kha hmet .Atu cu account number na ngei cang ! Mah cu bank account number he aa khat .

2



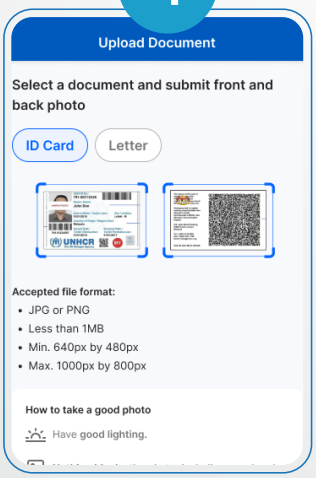
"Not Verified" kha hmet law "Verify Account“ kha hmet .

3



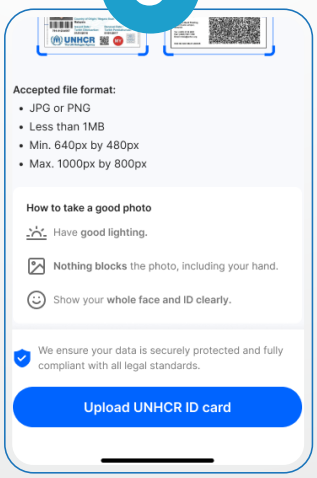
"Foreigner“ timi kha na hmet lai .

4



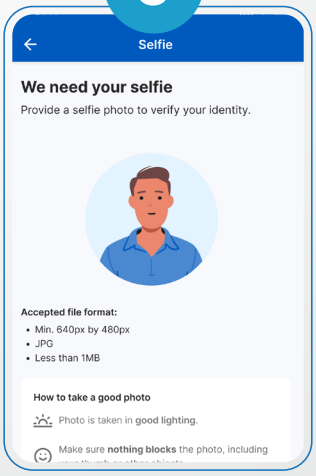
Na cauk phun (ID Card or Letter)kha thim .

5

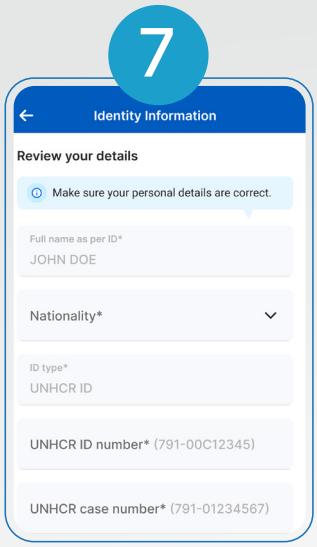


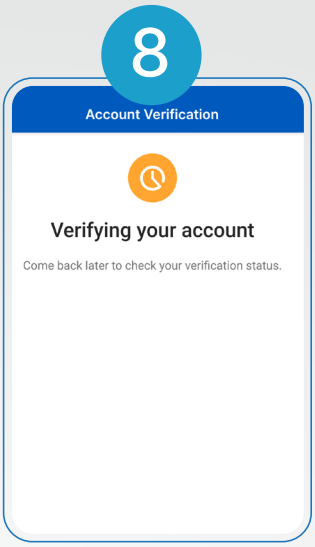
"Upload ID Photo“ siloah "Upload Letter" kha hmet law "Submit“ kha hmet .

6



Zeihmanh (mask) pawl ii benh loin hman ii thla law "Let's go! “ timi kha hmet .





A herhmi a hal mi pawl kha tial dih ding .

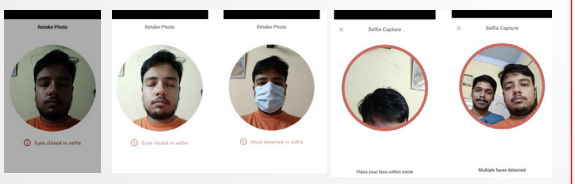
Naa account fehternak cu cohlannak caah a hngak rih!

Theih ding ! TNG eWallet tuah cu free a si !

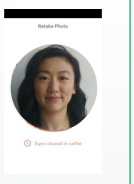
Key steps and frequent mistake for eKYC

Make sure you upload a clean and readable image of your UNHCR ID Card

Rejected



Accept



Rejected



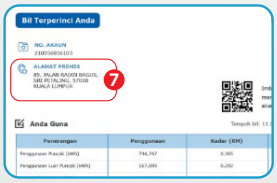
Accept



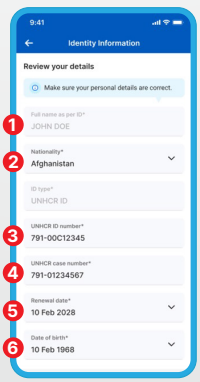
Fill in the information as per UNHCR ID and utilities bills

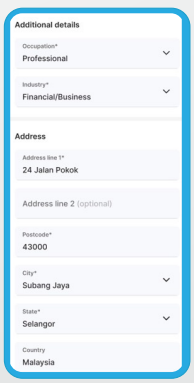


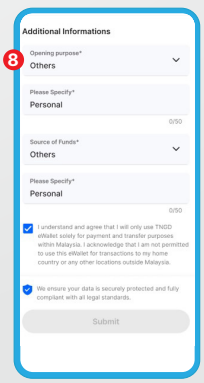
Please fill in your full address as per utilities bill (TNB or Water Bills)



8 Explain the source of funds and eWallet account opening purpose



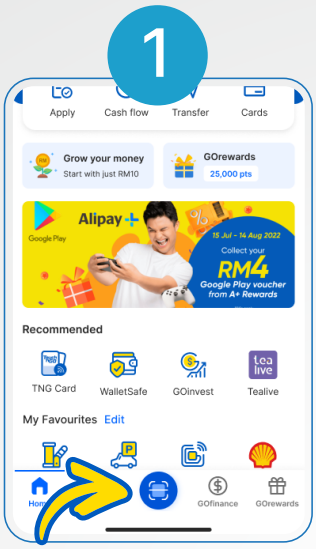




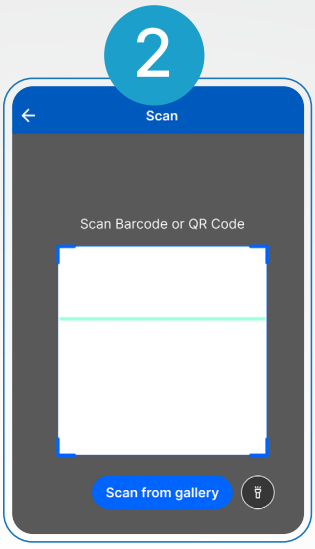
2.2 Zeitindah Scan & Pay na tuah lai

TNG eWallet in phaisa pek khawhnak lam 2 a um

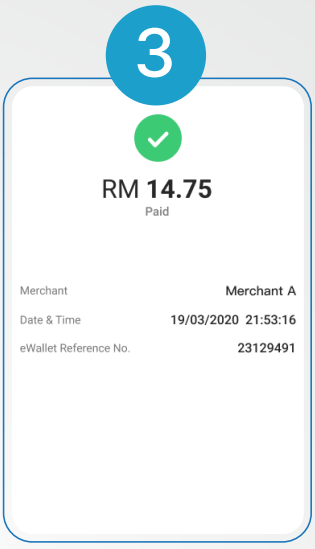
"Scan" riantuanning in pek ningcang t



"Scan“ kha hmet

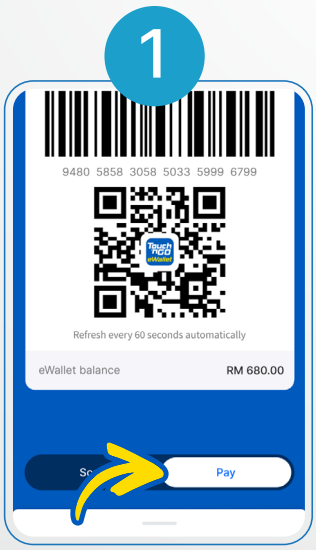


Dawr ii tangka tlaitu nih an pek mi QR code kha scan tuah



Na pek cang ! A dih hnu ah “ Done ” kha na hmet lai

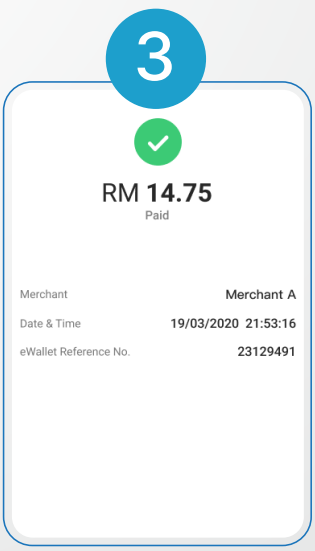
"Pay" riantuanning in pek ningcang



"Pay“ kha hmet



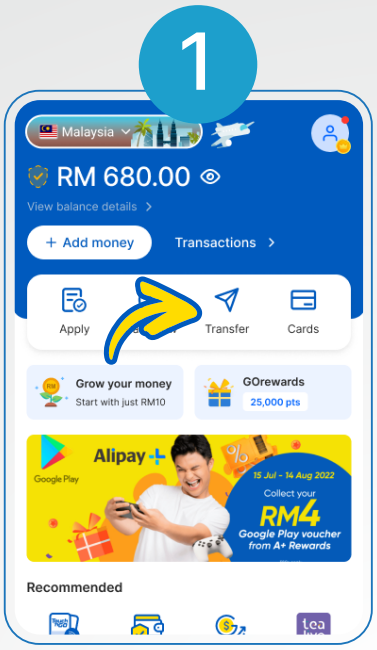
Na QR code kha dawr hngaktu kha piah



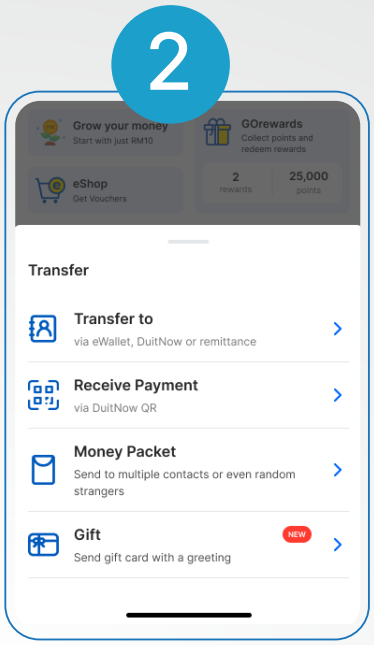
Tangka tlaitu nih na QR code kha scan a tuah lai

TNG eWallet he a fawi deuhmi le a tha deuhmi phaisa peknak hmuhtonnak hmuh awkah timhcia na si cang!

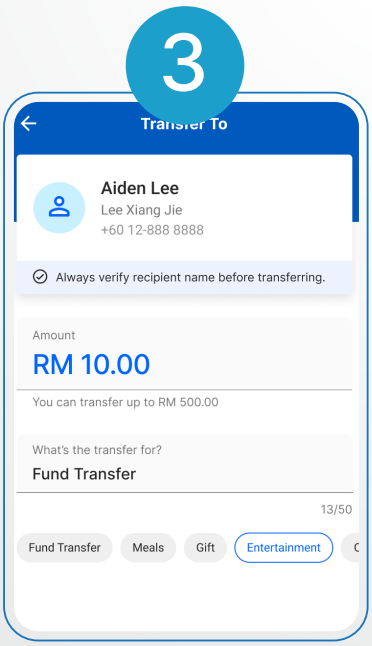
2.3 Phaisa kuat ning



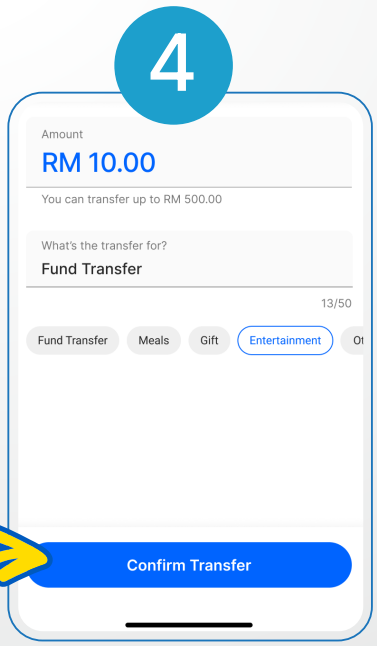
"Transfer“ kha hmet



TNG eWallet ah min cazin a khumhmi a cohlangtu kha thim asiloah a cohlangtu mobile number kha khumh hna



Kuat na duh mi zat le na kuat nak a ruang kha khumh

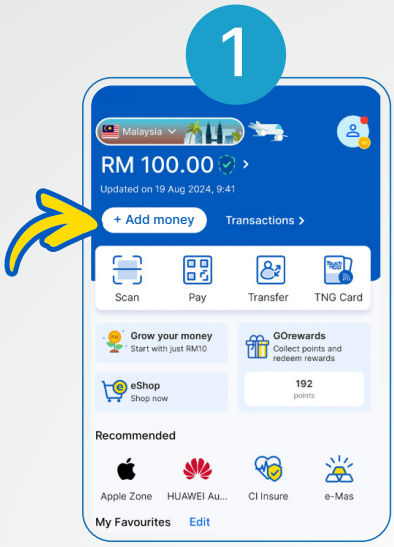


"Confirm“ kha hmet

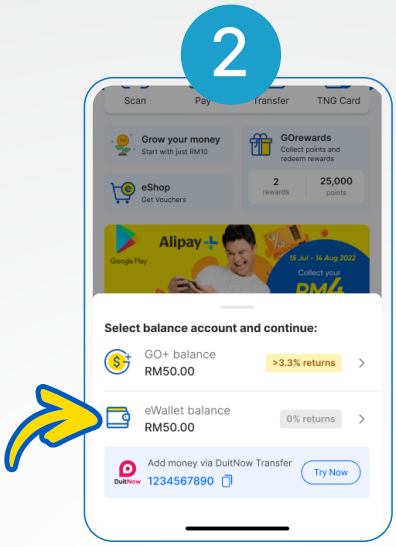
TNG eWallet he fawi tein phaisa kuat khawhnak nuamhnak hmuhawkah timhcia na si cang!

2.4 How to reload

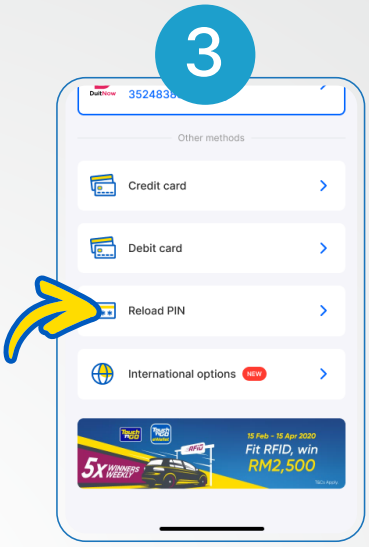
Method 1:
TNG eWallet Reload PIN in zeitindah na lak than lai



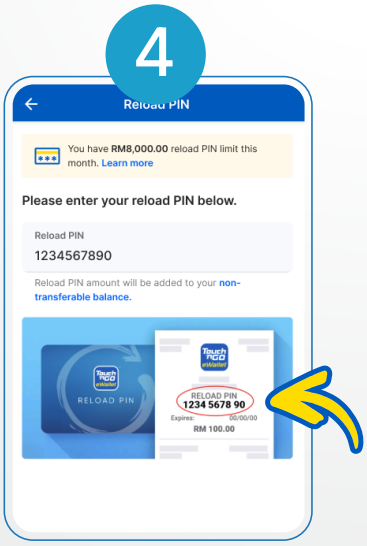
"+tangka chap" kha hmet



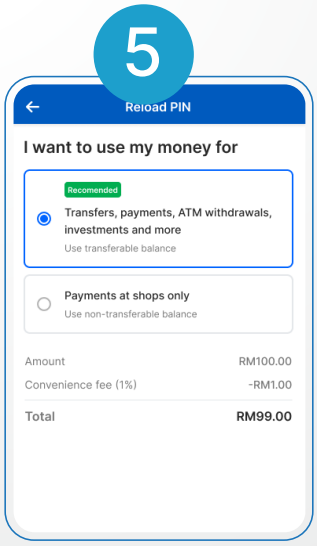
"eWallet Balance" kha hmet



"Reload PIN" kha hmet

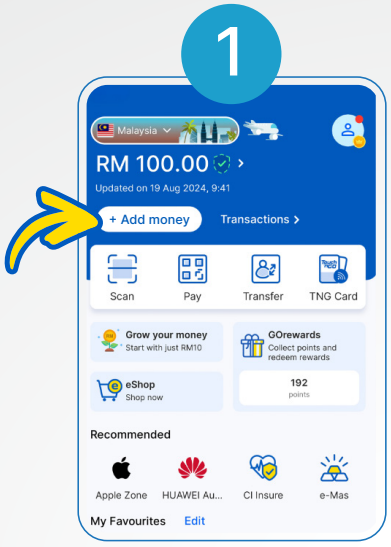


Reload PIN number kha khumh law , "Reload Now"kha hmet

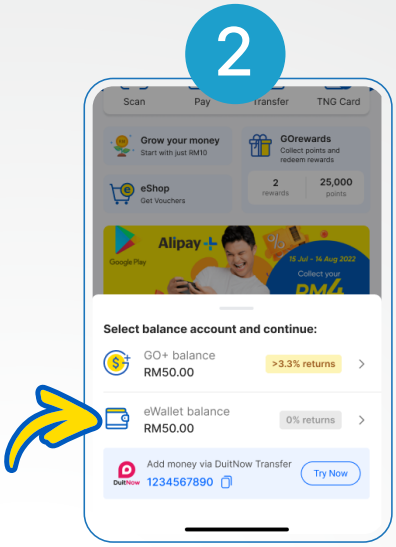


Reload PIN kha thlen khawhmi asiloah thlen khawh lomi siter na duh kha thim law , "Continue " kha hmet.
Na dih cang!

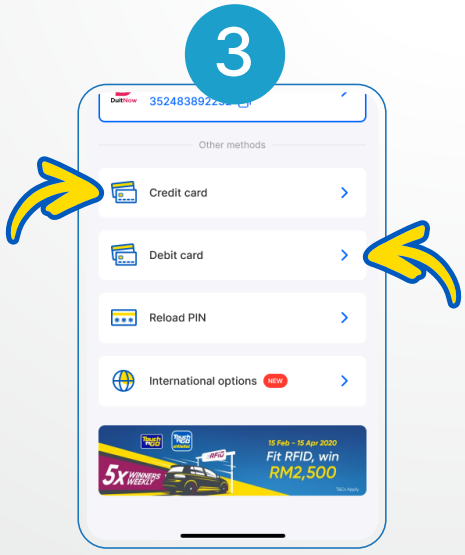
Method 2:
Credit card / debit card in zeitindah(reload na tuah) na lak than lai



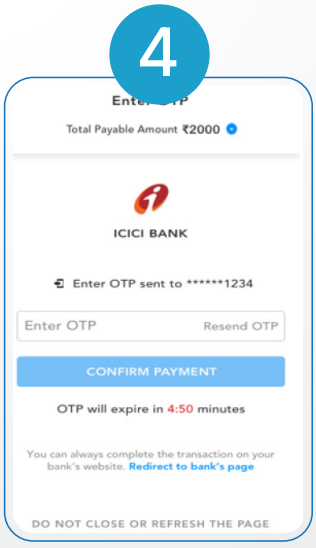
"+ Add money“ kha hmet



Reload tuah dingmi zat kha khumh law "Reload eWallet“kha hmet



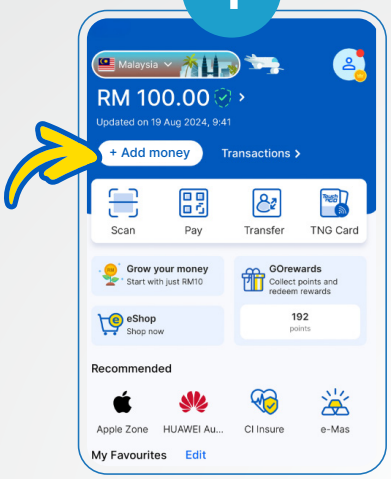
"Credit/Debit“kha hmet law na card konglam kha khumh. Hmailei ah fawi deuh in hman tthan khawhnak ding caah “ Save Card ” kha na on khawh .



Bank nih an in kuatmi OTP kha khumh .

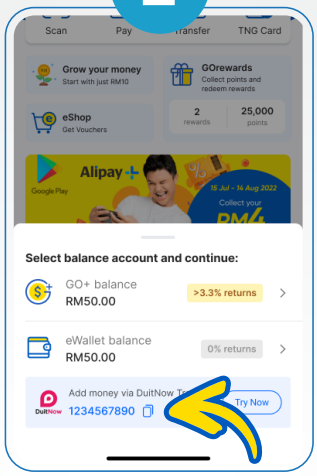
Method 3:
DuitNow Transfer fund in zeitindah (reload tuah) lak than ning a si

1



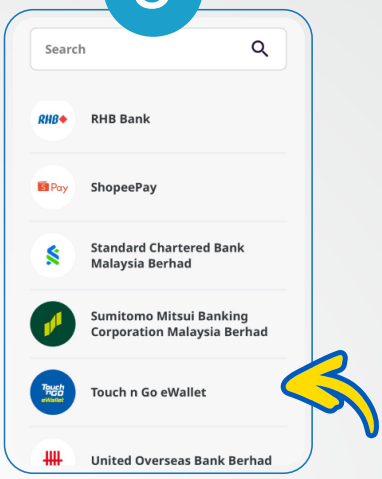
"+ Add money" kha hmet

2



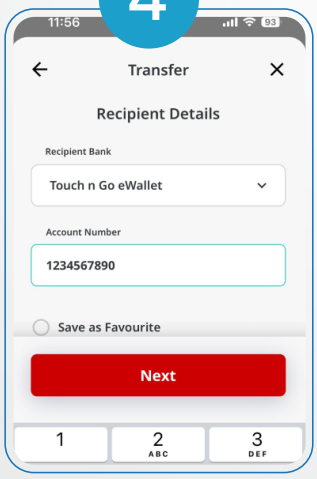
Na TNG eWallet DuitNow account nambat kha copy tuah

3



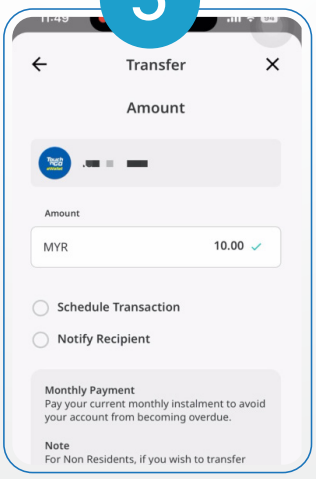
Na bank app ah "Touch 'n Go eWallet" ah tangka kuat ding kha thim

4



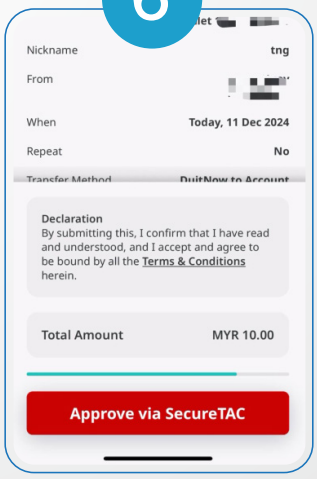
eWallet account nambat kha chiah/tial

5



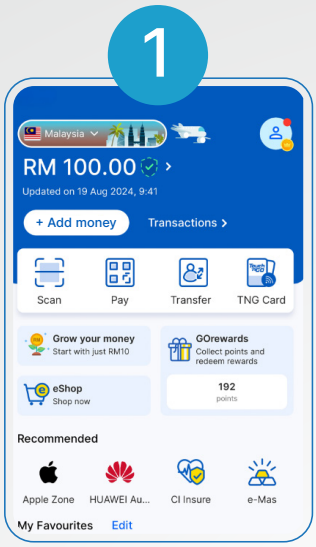
Tangka zat na duh mi kha tial (a mal bik ah RM1)

6

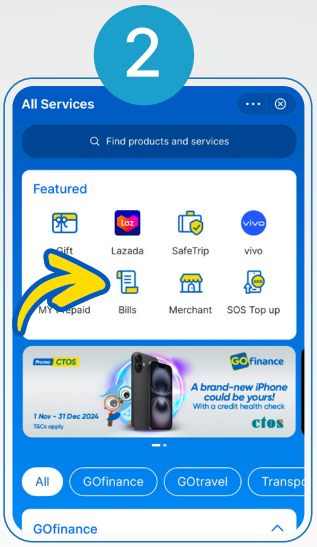


Na kuatnak ding kha a dik le dik lo check law approve tuah

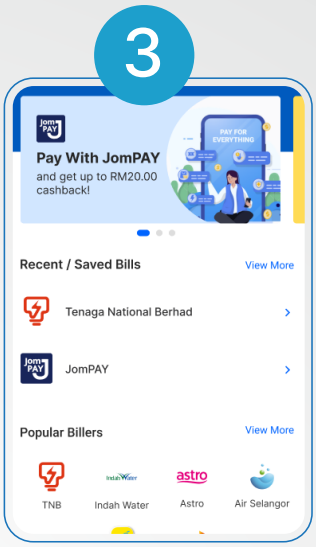
2.5 Bills pek ning



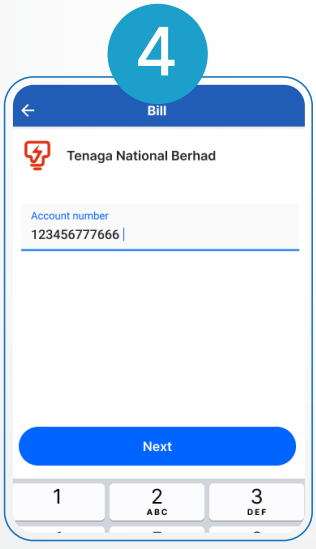
TNG eWallet app kha on



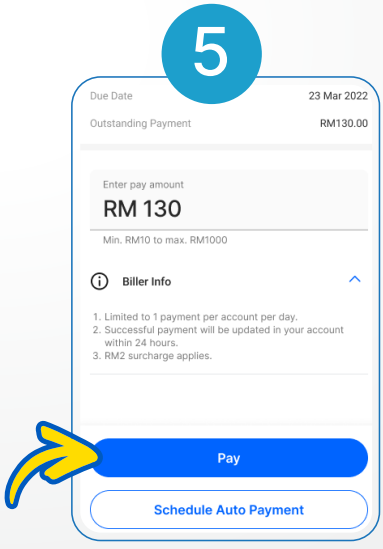
"Bills" kha hmet



The biller timi kha thim

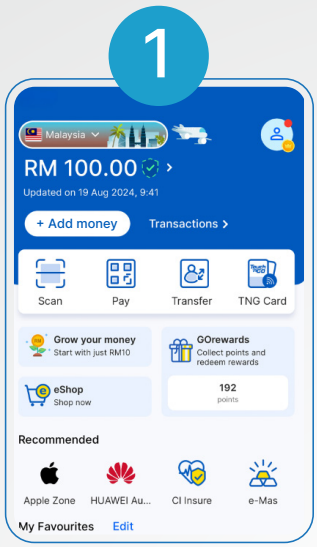


Bill konglam kha khumh law "Next“ kha hmet

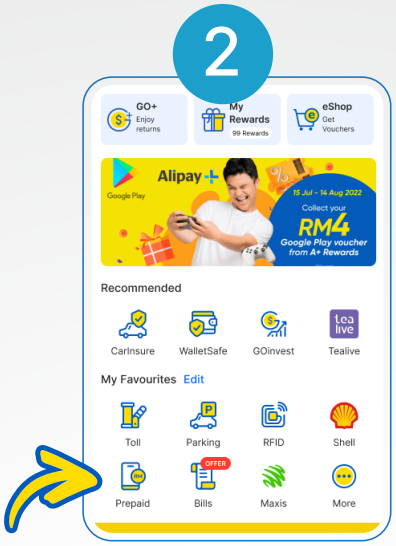


A konglam kha fehter , pekmi zat kha khumh law "Next“ kha hmet Na dih cang!

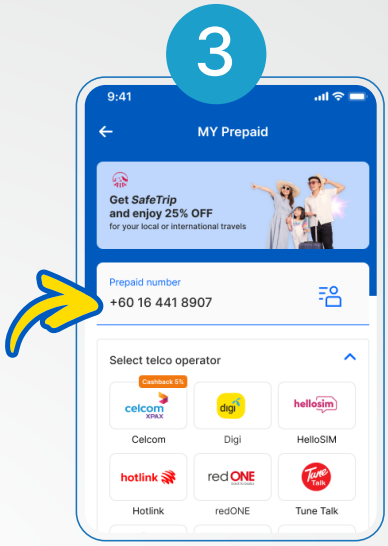
2.6 Prepaid credit zeitindah na chap lai



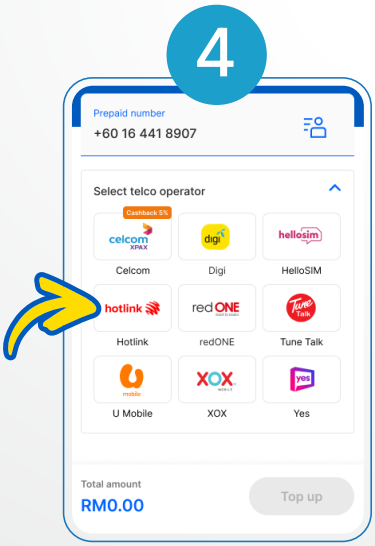
TNG eWallet app kha on / tuah



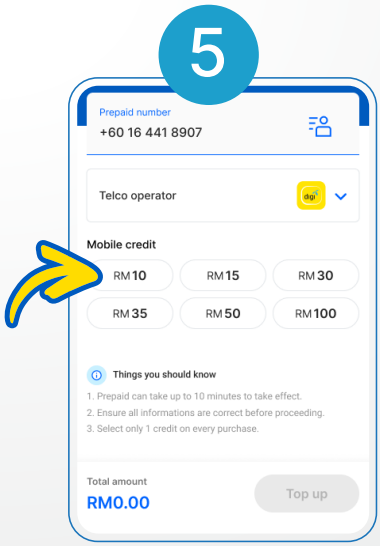
"MY Prepaid“ timi kha hmet



Na Malaysian mobile number kha khumh



Na telco a petu kha thim

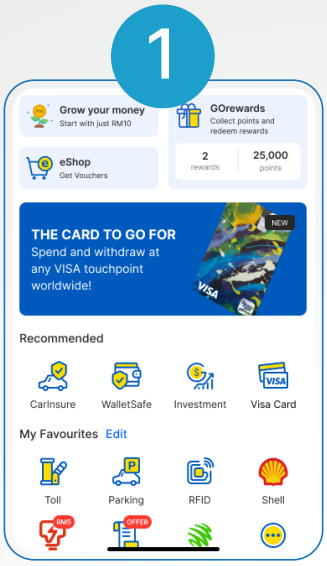


Na duhmi pek ciami credit zat kha thim law "Top up“ kha hmet

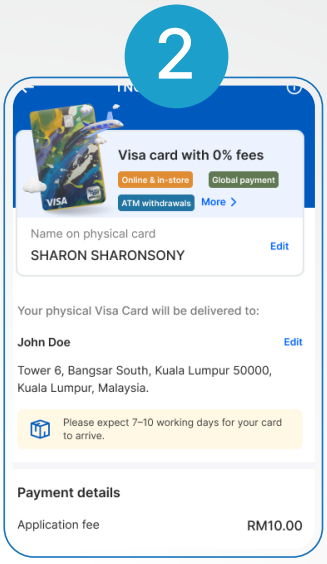
Na dih cang ! Minute tlawmpal hnu ah fehternak SMS na hmuh lai .

2.7 TNG eWallet Visa Card zeitindah sawk le hman khawh a si

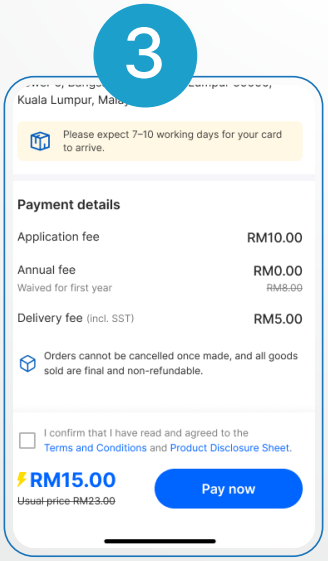
TNG eWallet Visa Card ngah khawhnak ding



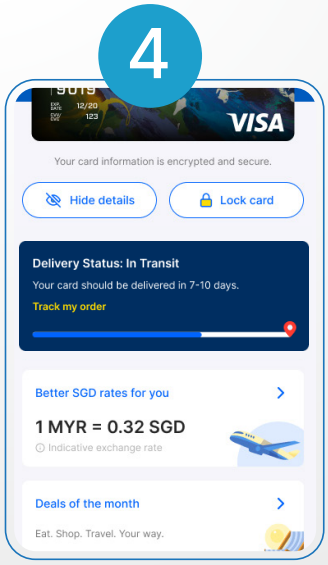
"Visa card" ti kha hmet



Na duh ning in card ah na min le kuatnak ding hmunhmak (address) kha tial

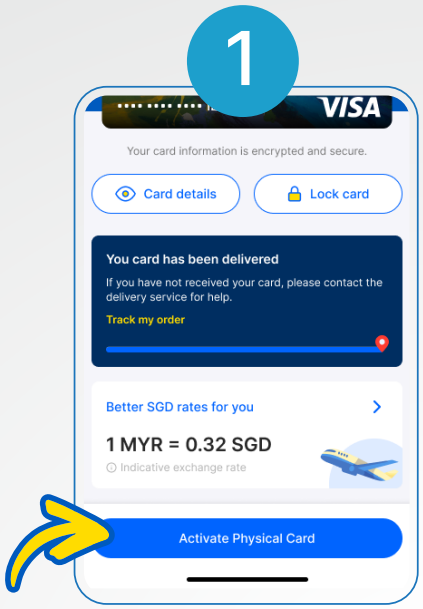


"Pay Now" ti kha hmet in na card halnak cu a donghnak tiang tuahding

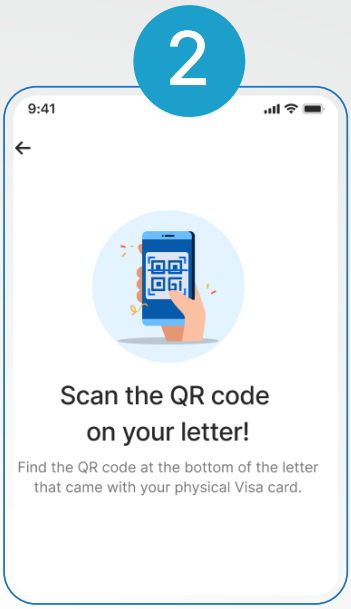


Delivery status kha check khawh, na card cu riantuan ni 7-10 chungah na kawl lai

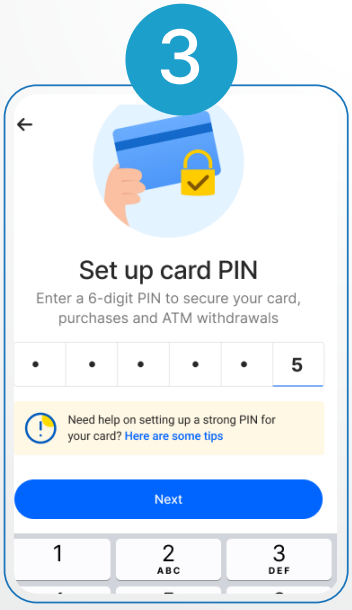
Yay, TNG eWallet Visa Card na ngah cang !
Activate can a si cang !



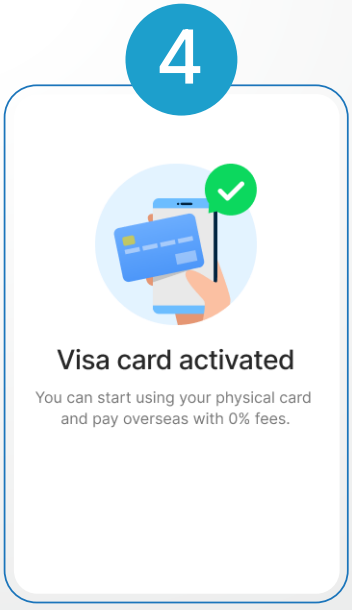
"Activate Physical Card“ kha hmet



QR code kha scan tuah a siloah donnak cakuat ah riantuannak code kha khumh



Na card kha number 6 PIN chiah



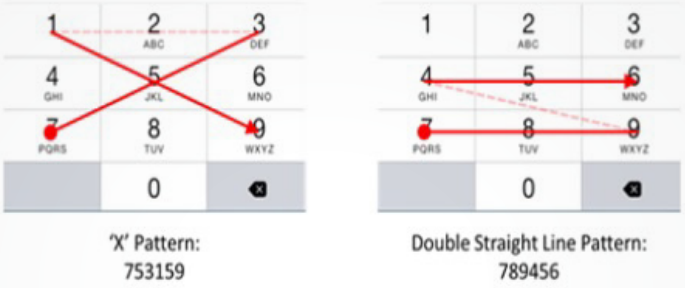
Na dih cang!

Atu cu mah he hin phaisa na pek khawh cang I zeibantuk ATM in siseh tangka na chuah khawh cang!

3.1 FAQ: A fekmi himnak caah PIN 6 na chiah ahau

Na account cu a him ko asinain a fekmi PIN number 6 na chiah a hau . Na number paruk na ser tikah , a tanglei lamhruainak hna hi na cinken an hau

- DOB a hau lo (hmailei or hnulei) e.g. DDMMYY, YYMMDD, MMDDYY
- IC/ Passport hau lo (IC or passport ii a hmaibik number paruk or a hnu bik paruk)
- Mobile number aa lo/tlak lo (na mobile number cheukhat aa tlak)
- Aa peh thanmi number / zulhnak a um lo (111111, 334455, 121212, 789789, 123456, etc)
- Keypad ah fawi tein tuak khawhmi pettern a um lo , a tanglei tahchunhnak hna hi zoh khawh a si :



3.2 FAQ: Na mobile number a tharchuah

Fehtermi account caah:

- Step 1: www.touchngo.com.my ah kal .
- Step 2: "Customer Service" kha hmet law Contact Us tang ah , "Submit your enquiry here“ kha hmet .
- Step 3: A herhmi konglam hna he form kha phih.
- Step 4: "Support Type“ tangah, "Update Mobile No“kha thim.
- Step 5: A tangmi konglam pawl kha tling tein tial law kuat .

Fehter lomi account caah :

- Step 1: Na lut (logged in) rih ko a si ahcun , TNG eWallet kha on law and "Profile“ kha hmet.
- Step 2: Cun , "Security" kha hmet law "Change Mobile Number“kha hmet .
- Step 3: Na himnak kong biahalnak kha leh .
- Step 4: Na mobile number thar kha khumh.
- Step 5: Na mobile number hlawhtling tein na thlen hnu ah thawngthanhnak pakhat a hung chuak lai .

Bawmhnak na herh ahcun T@ngo ah kanmah he chat khawh a si .

3.3 FAQ:Philhmi number 6-digit PIN kha remh than ning

Na lut ti lo ahcun:

- Step 1: TNG eWallet app kha on law , "6-digit PIN" kha hmet law na min cazin na khumhmi mobile number kha khumh .
- Step 2: "Forgot your PIN?“tmi ka hmet .
- Step 3: Na min cazin na khumhmi mobile number kha khumh. Cun, na min cazin na khumhmi(registered na tuahmi) mobile number ah kuatmi One-Time Password (OTP) kha khumh .
- Step 4: Na account cu fehter cang a si ahcun , na hmai kha scan tuah ding in an in fial lai. Na account cu fehter lo a si ahcun , na min cazin na khumh mi ID number asiloah himnak kong biahalnak a phi na tuahmi kha khumh dingin an in fial lai .
- Step 5:Na PIN thar 6-digit kha khumh law na dih cang !. Na 6- digit PIN kha hlawhtling tein na thlen hnu ah thawngthanhnak pakhat a hung chuak lai .

Logged-in na tuah rih ko ahcun :

- Step 1: TNG eWallet app kha on law "Profile" kha hmet cun "Security“ kha hmet.
- Step 2: "Change 6-digit PIN“hmet law cun a tu na hmanmi 6-digit PIN kha hmet.
- Step 3: Na 6-digit PIN thar kha khumh. Na 6-digit PIN kha hlawhtling tein na thlen hnu ah thawngthanhnak pakhat a hung chuak lai .

Logged-in na tuah rih ko ahcun (A tu na 6-digit PIN kha philh):

- Step 1: TNG eWallet app kha on law "Profile“ kha hmet law cun "Security“ kha hmet .
- Step 2: "Change 6-digit PIN" hmet law cun "Forgot your PIN?“kha hmet than .
- Step 3: Na account cu fehter cang a si ahcun , na hmai kha scan tuah ding in an in fial lai. Na account cu fehter lo a si ahcun , na min cazin na khumh mi ID number asiloah himnak kong biahalnak a phi na tuahmi kha khumh dingin an in fial lai .
- Step 4: A dih hnu ah , na 6-digit PIN thar kha khumh . Na 6-digit PIN thar kha hlawhtling tein na thlen hnu ah thawngthanhnak pakhat a hung chuak lai .

Bawmhnak dang na herh ahcun , webform chiah in bawmhnak phun kha number 6 PIN / Himnak Biahalnak in thim in kan sinah pehtlaihnak na tuah khawh

3.4 FAQ: Chungkhar ii chungtel a si mi , mithi (tleicia) mi pawl caah TNG eWallet account phih ning

Android caah:

Zeitik can poah ah , na TNG eWallet account kha na phih khawh. Account ah a ummi tangka na ngeih ahcun , a tanglei ah langhtermi bantuk in a herhmi Malaysia Registered First- Party bank account konglam le a dang thawngpang hna kha a dikmi in na pek a hau:

Registered na tuahnak min tling

- UNCHR card number
- Malaysia Registered Bank min
- Malaysia Registered Bank account number (First-Party)

Bawmhnak dang na herh ahcun , kan bawmchantu phu sinah webform na kuat khawh I bawmhnak phun kha 'Account Status > Termination' tiah na thim khawh

.

iOS caah :

Na TNG eWallet account kha in-app in na halmi kuatnak in na phih khawh. Na eWallet tangka le GO+ tangka (a hman ahcun) pahnih hi zero an si ti kha a chuah ter . Na TNG eWallet account phih khawhnak ding caah tuah dingmi :

Steps to terminate your TNG eWallet account:

- Step 1: "Profile“ kha hmet
- Step 2: "General“ kha hmet
- Step 3: "Delete Account“ hmet
- Step 4: Na 6-digit PIN kha khumh

Bawmhnak dang na herh ahcun , kan bawmchantu phu sinah webform na kuat khawh I bawmhnak phun kha 'Account Status > Termination' tiah na thim khawh

.