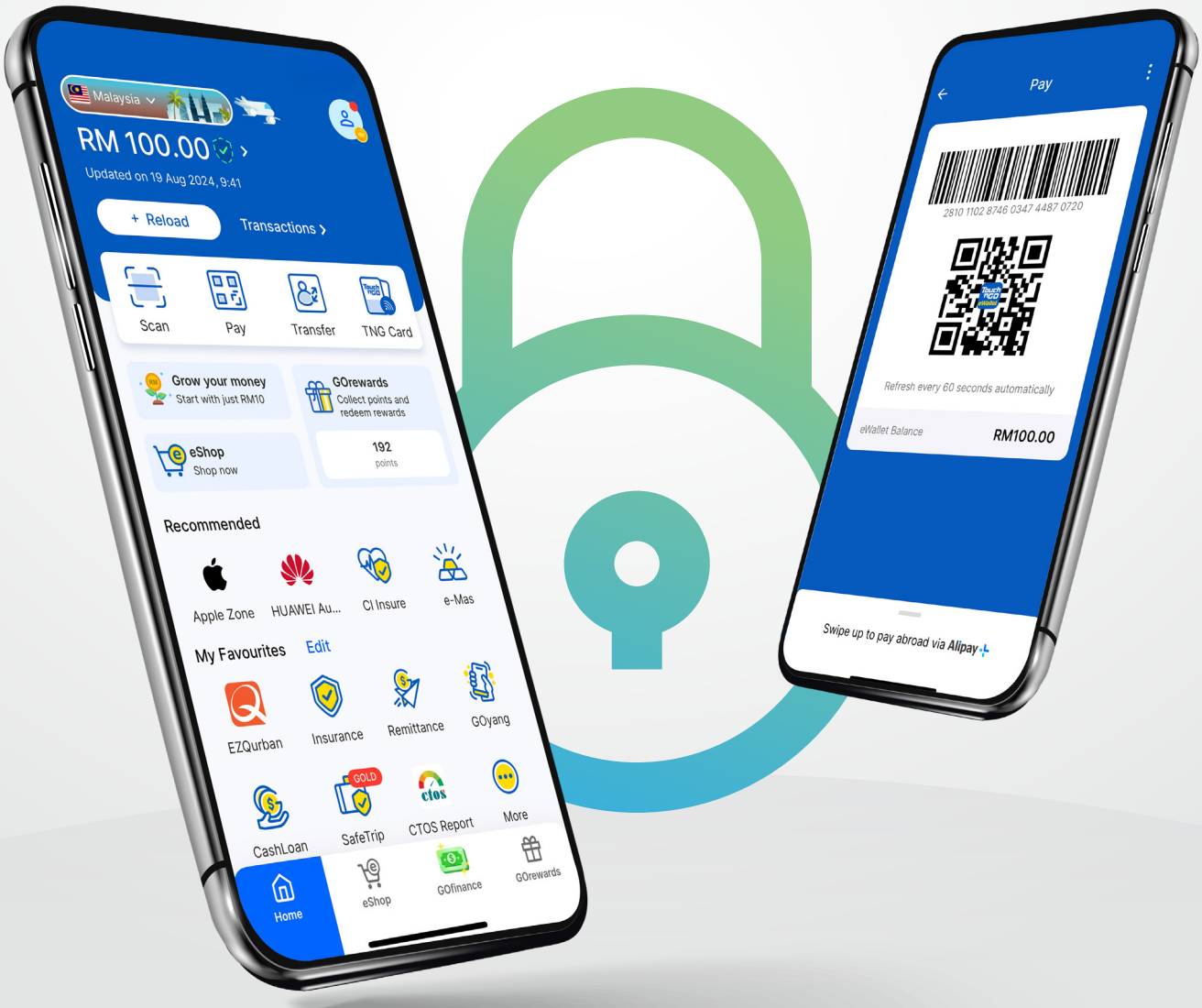
Touch 'n GO eWallet

DIGITAL HANDBOOK



A sunga omtengCiaptehna:

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Bank nei lo maw? Phamawh lo!

TNG eWallet tawh na sum olno leh muanhuai takin a ngeina bank khatpeuh kisam loin in, party-thum khemnate tawh kisai lunghimawh kuul nawn lo- sum tanga buaina tuak lo ding leh a khawnkhongin account hong in, lungmuang takin na sum keem in.

Hih a lemtaangte nuamtak zangh un:

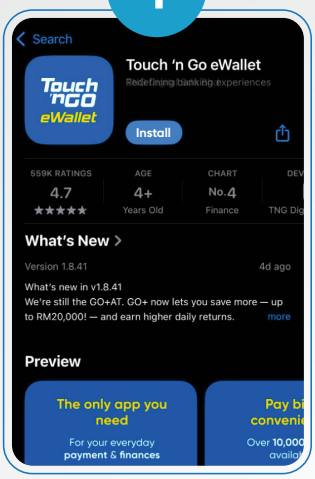
- Khasial ciangtan kidontuahnate (transaction):
  - ◉ Sumlut zia (Money In): RM5,000 ciang
  - ◉ Sumzat zia (Money Out): RM5,000 ciang
- *T&Cs ngen (apply) RM5,000 ciang sum-pia kik ding mawh puakna nei
- Sum tawh piakna khempeuh pan GOrewards points thalawh in
- eWallet na balance leh TNG eWallet Visa Card pan sum tang in thoh in
- Malaysia bank account khat pepeuh-te pan sum khaak leh sum saang in
- RFID tawh kongpite (tolls) ah a nuam zaw in hawl in
- Malaysia a telco nasepna khatpeuh pan na credit kard sum thun in.
- Na bill-te oltak in pia in

PHAWKSAKNA!

- Midang khatpeuh in sum khaak leh sum saan nading in na account zangh sah kei in. Hih in dan phal lo leh sum tawh kikheemna piang thei hi.
- Gam khat peuhpeuh pan do nopna ahihkeileh thukhun tawh kituak lo nasepnate ading sum khaak kei in.
- Tua banah khatpeuh ading account honsak kei in.

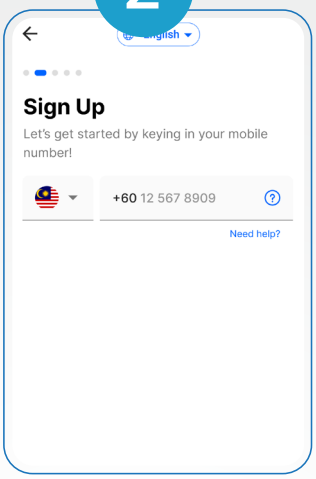
2.1 Koi bangin TNG eWallet ah minkhum leh sittel ding hiam

1



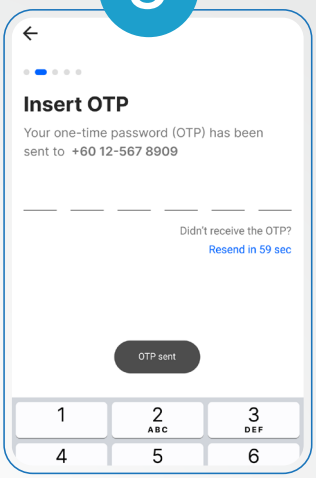
App Store ahihkeileh Play Store tungah TNG eWallet koih masa in

2



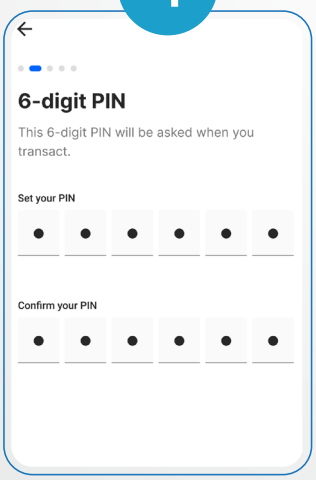
Malaysia mobile number khumluut in

3



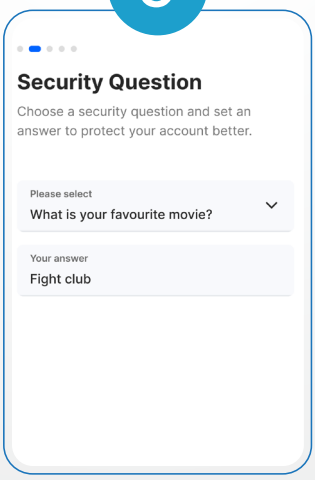
Via SMS pana na ngah OTP khumluut in

4



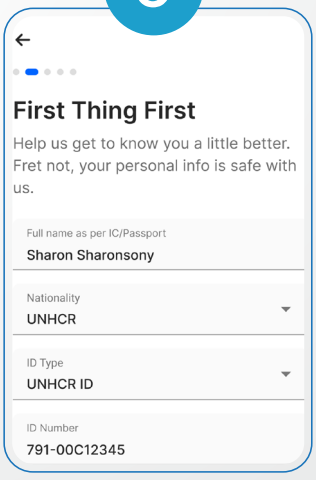
Na account a muanhuai nading PIN numbat 6 (6-digit) gelh inla hawmsawn in!

5



Muanhuai nading thu hong dotna leh dawnna teel in

6

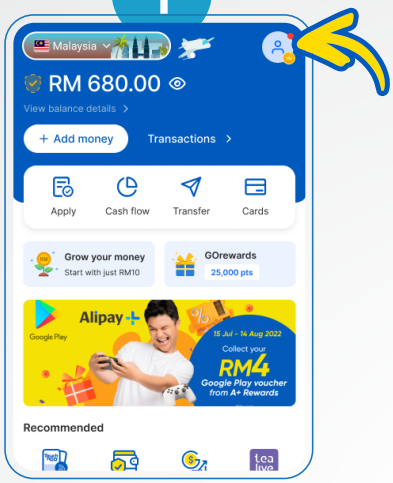


Kev a kici in nang mimal thulela in UNHCR ID mah bang ahi hi.

TNG eWallet ah kong muak uh hi! Tun nangma account sittelna man siang sak in. Kipan ni!

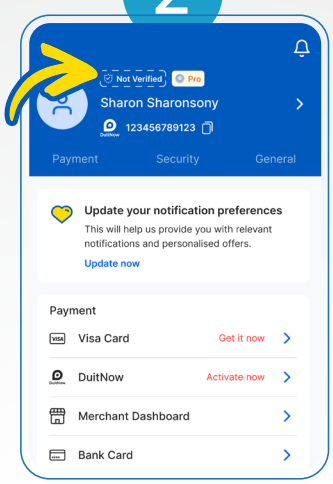
Na kipat maa-in, UNHCR ID Card khat ahihkeileh UNHCR Lai (zattheihna/validity a tawmpen kha 6 sung) na nei kuul hi.

1



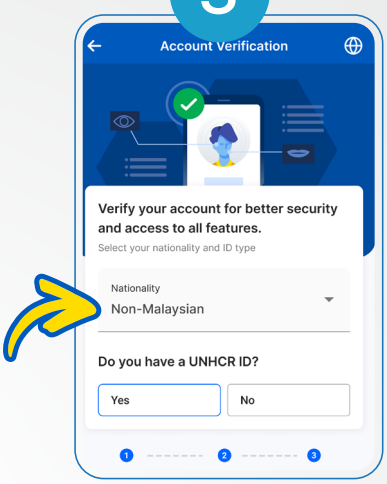
Na profile atung meek in. Tun a account numbat khat na nei ta hi! Hih in bank account khat mah tawh a kibang ahi hi.

2



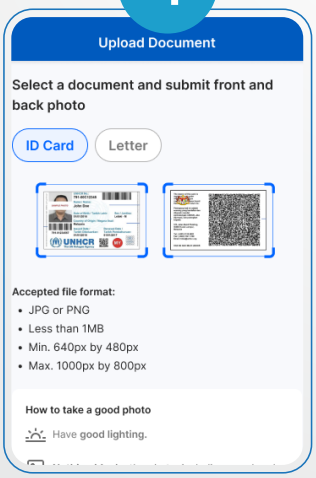
"Not Verified" khit ciangin "Verify Account“ meek in

3



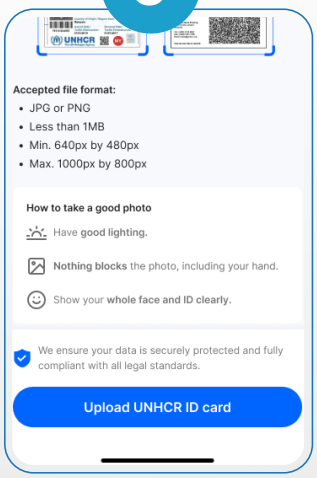
"Non-Malaysian" zirhpiak nak zalen vekih mai seh, cun UNHCR ID a ngei a hau

4



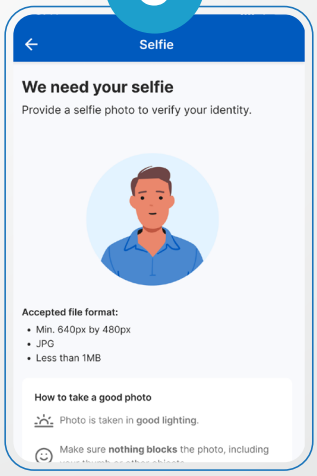
Na laikung laidal (document) nam teel in (ID Card ahihkeileh Laidal)

5

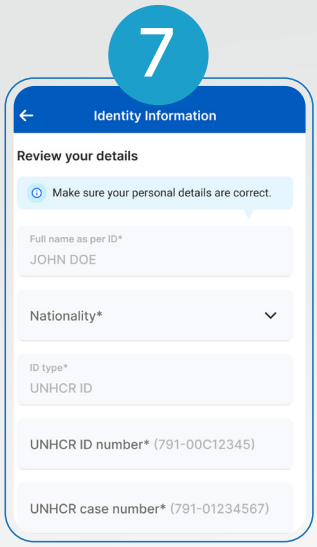


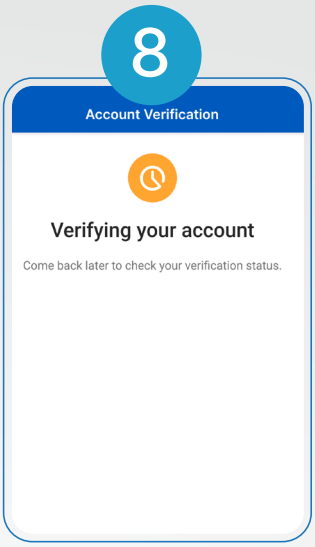
"Upload ID Photo" ahihkeileh "Upload Letter" acih pen meek in, tua khit ciang "Submit“ meek in

6



Lai ahihkeileh na UNHCR ID Card na tawi kawmin Video record bawl inla, tua ciangin nang mimal a neng a tawng khum in (na UNHCR ID tawh a kibang)





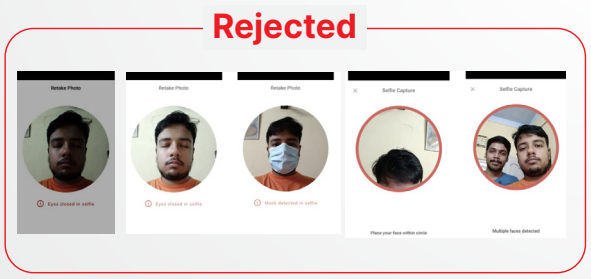
A herh mi thuthup vialte a tling tein ziah ding

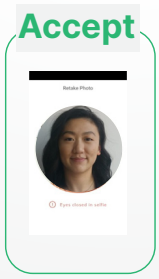
Phalna na ngah nadingin na account etcianna hong ngaak sak ding hi!

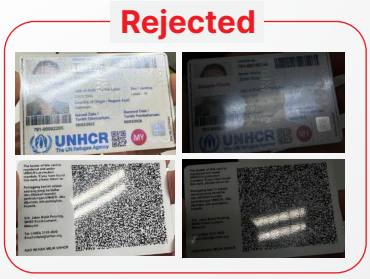
Phawksakna! TNG eWallet bawlna MAN PIAK KUUL LO HI!

Key steps and frequent mistake for eKYC

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









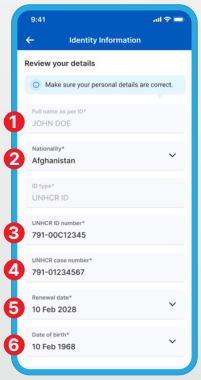
Fill in the information as per UNHCR ID and utilities bills

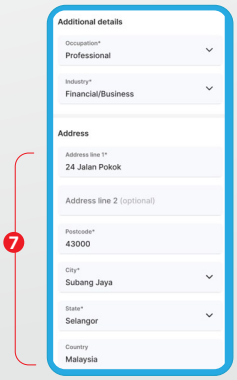


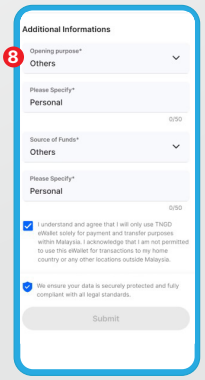
Please fill in your full address as per utilities bill (TNB or Water Bills)



8 Explain the source of funds and eWallet account opening purpose



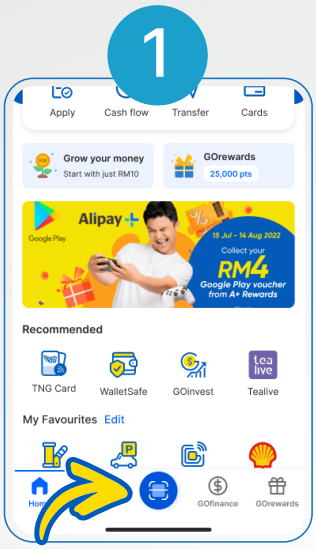




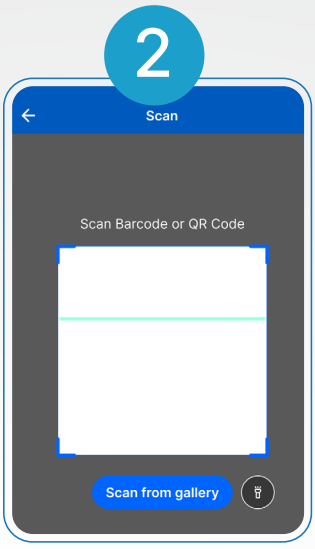
2.2 Koi bang Scan & Pia ding

TNG eWallet tawh sum piak theihna lampi 2 om hi

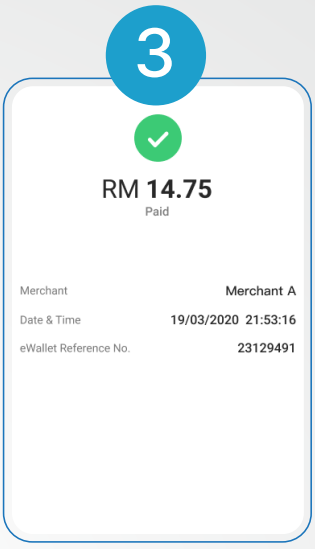
Pay via the "Scan" nasepna



"Scan“ meek in

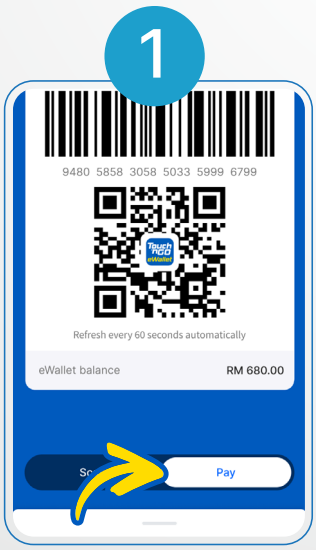


Sumbuk sai a cashier hong vaaihawmsak QR code scan in



Na pia khin hi! A vekpi na man khit ciangin "Done" a kici meek in

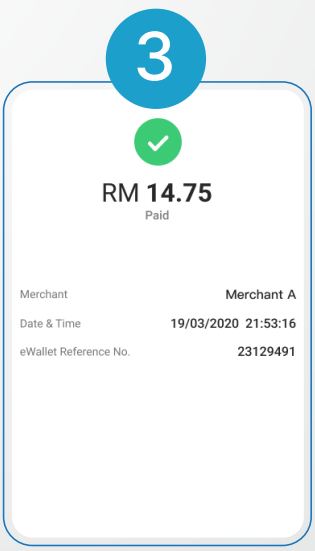
Pay via the "Pay" nasepna



"Pay“ meek in



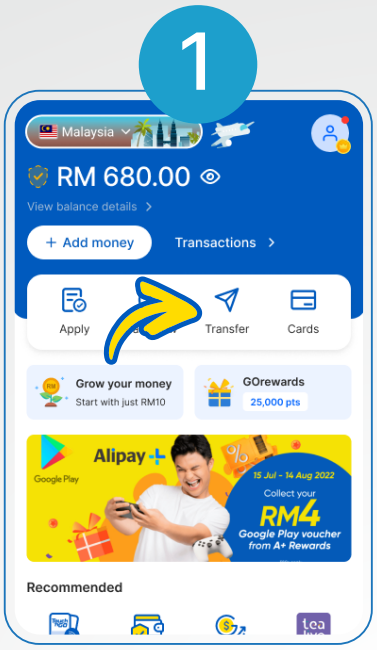
Na QR code pen sumbuk sai a casher kiang lak in hong scan sak ding hi



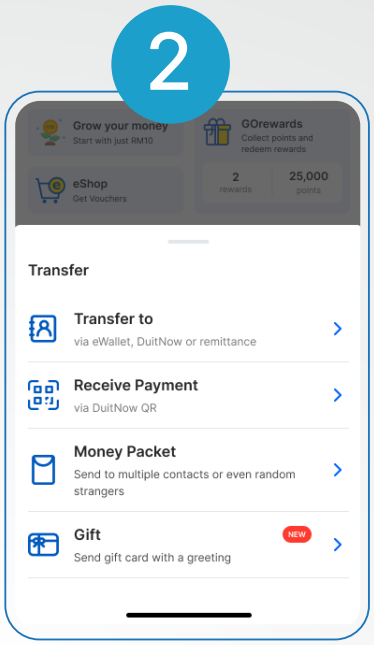
Na pia khin hi! A vekpi na man khit ciang "Done" a kici meek in

Tun-in TNG eWallet tawh kipawlna sum a ol zaw sum khaak theih nading nang ading man khinta hi.

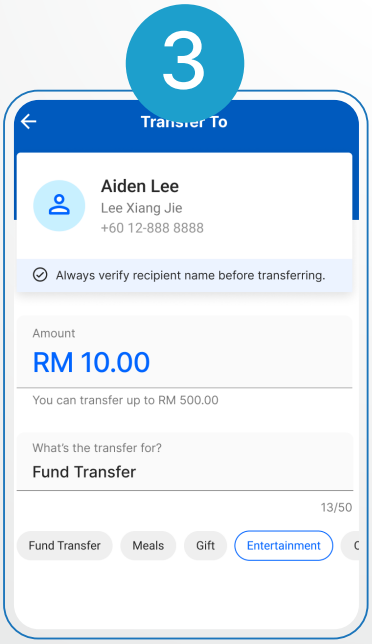
2.3 Koi bangin kipawlna sumte khaak ding



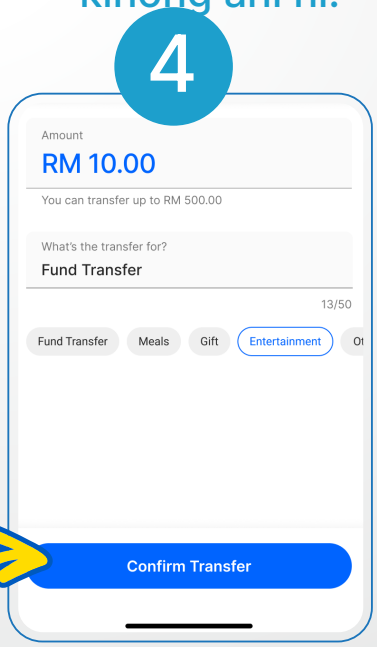
"Transfer“ cih meek in



Recipient ahihkeileh recipient phone numbat ah kev teel in tua in TNG eWallet tawh a kihong ahi hi.



Sum piak ding zah na thun leh na khaak zah ahang gen in

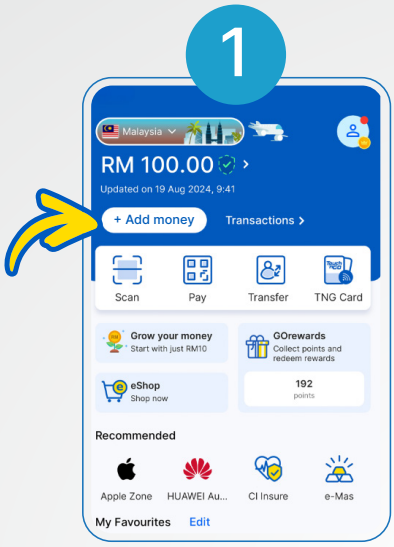


"Confirm“ nading meek in Na zo khinta hi!

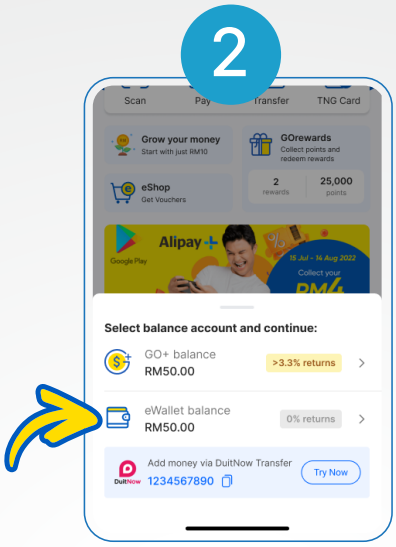
Tun-in NG eWallet tawh kipawlna sum a ol zaw khaak thei nadingin nang ading man khinta hi!

2.4 Koi bang sum thun ding

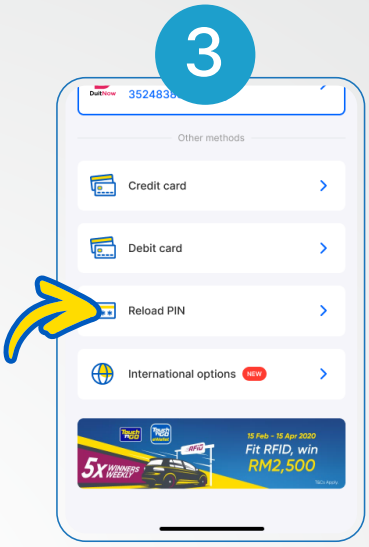
Midaan 1: Koi bangin via TNG eWallet PIN tawh sum thun ding



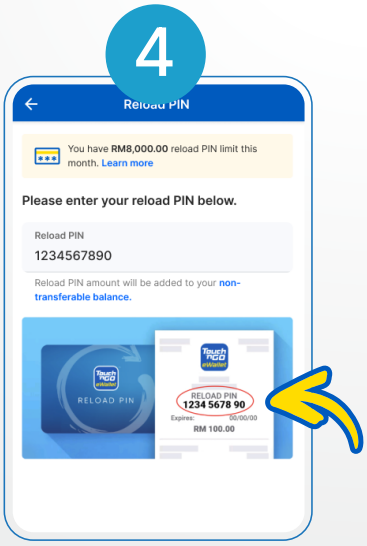
"+ Add money" meek in



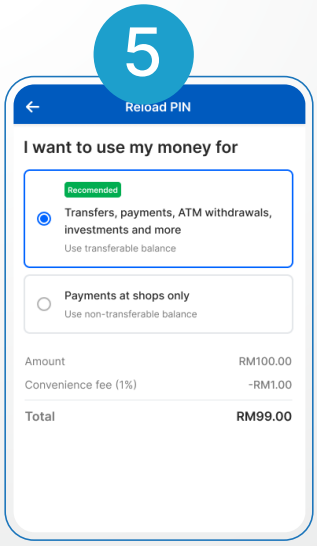
"eWallet Balance" meek in



"Reload PIN" meek in

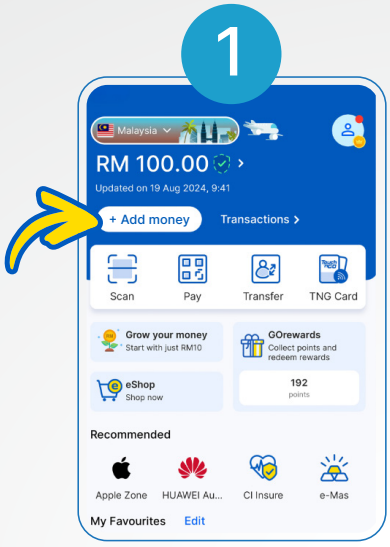


Na thun nading PIN numbat at inla tuaciang "Reload Now" meek in

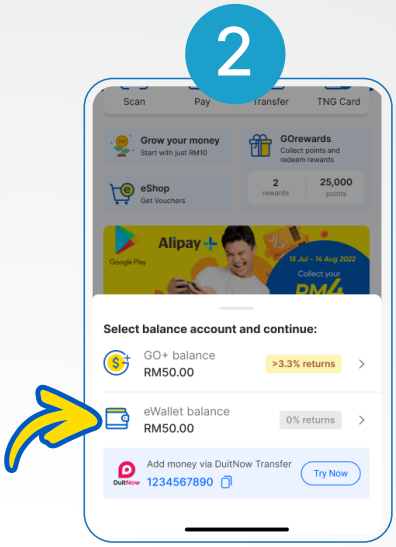


A kithun ding PIN numbat pen na khaksawn nop ding leh nop lo ding teel in, tuaciangin "Continue" meek in.
Na zo khinta hi!

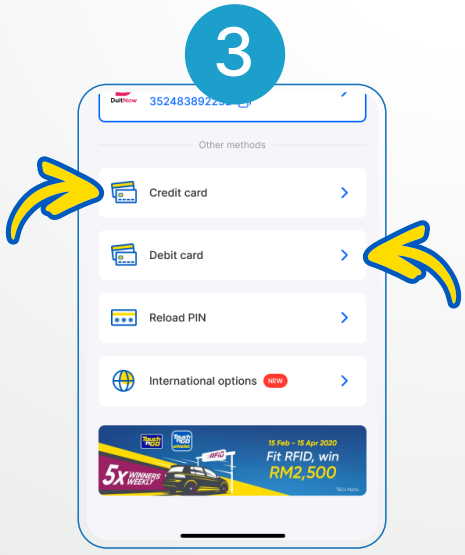
Hihdaan 2: Koi bangin via credit card / debit card sum thun thei ding



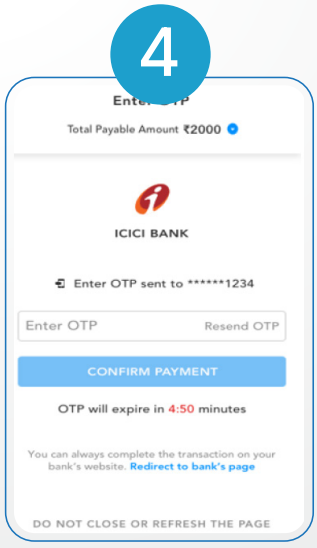
"+ Add money“ meek in



Sum na thun ding zah at inla tuaciangin "Reload eWallet“ meek in

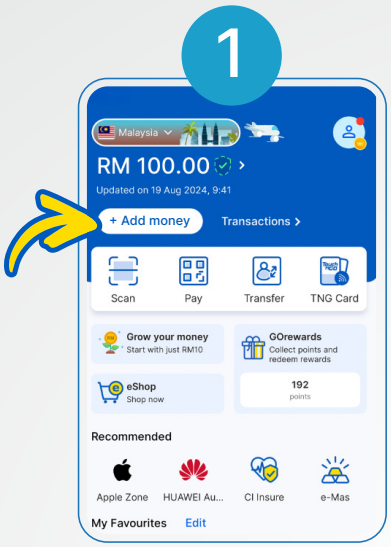


"Credit/Debit“ meek in tuaciang na card thulela teng khum in. Mailam ah awltaka na thunkik thei nading "Save Card" na meek thei hi.

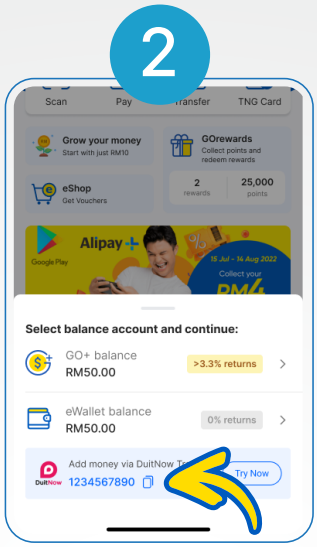


Bank panin OTP numbat hong kikhaak ding hi. Na zo khinta hi!

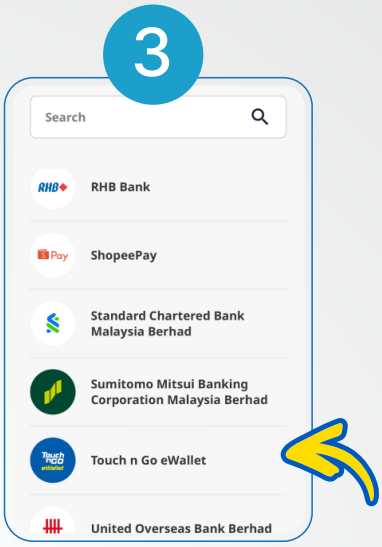
Hihdaan 3: Koi bangin via DuitNow Transfer fund thun thei ding



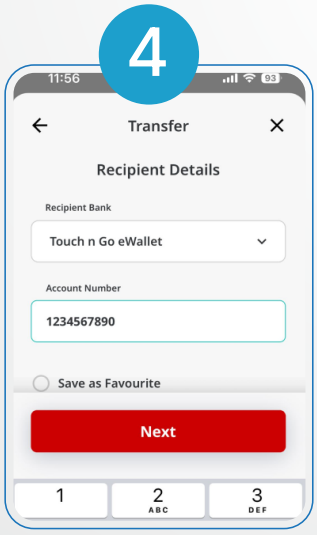
"+ Add money" pen hmet in



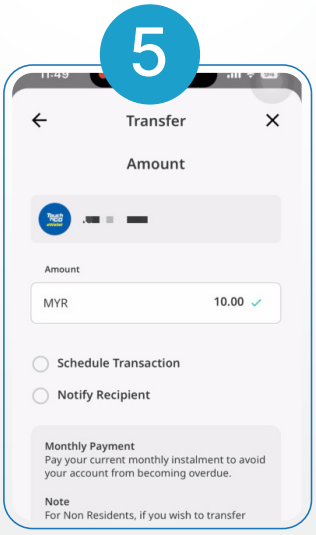
Na TNG eWallet DuitNow account number copy in



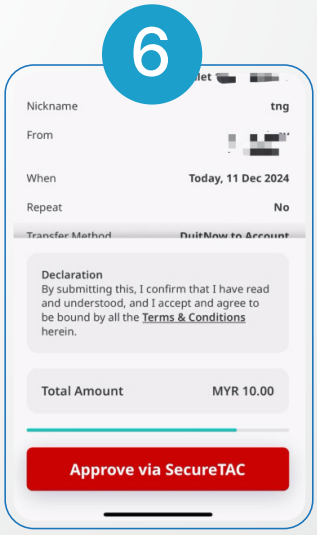
Na bank app sungah "Touch 'n Go eWallet" ah transfer ding teel in



Recipient eWallet account number kholh in

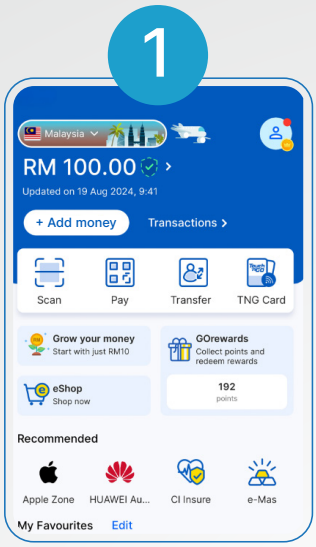


Sum zat na piak nop leh in (a neu pen RM1)

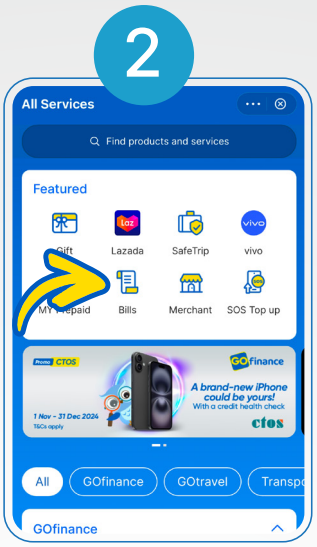


Transaction details te en in approve in

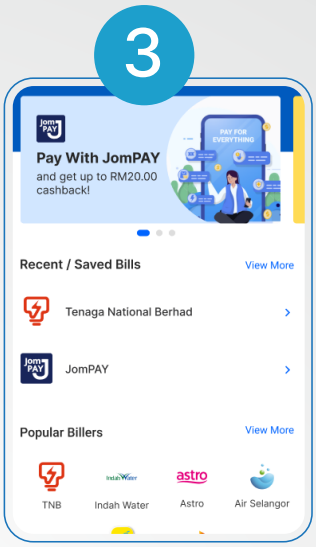
2.5 Koi bangin bill-te pia ding



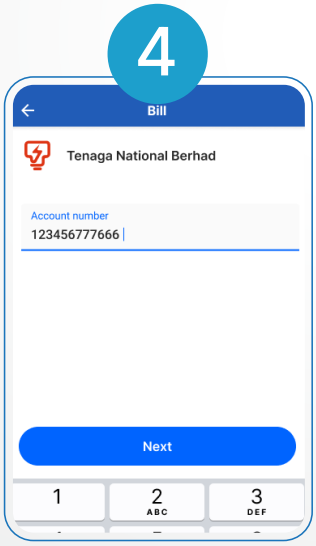
TNG eWallet app hong masa in



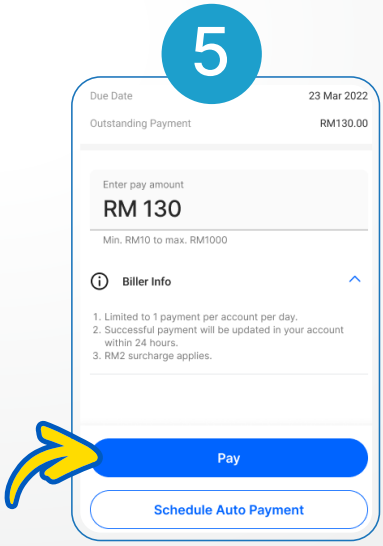
"Bills" tung meek in



Sum ngetna lai teel in

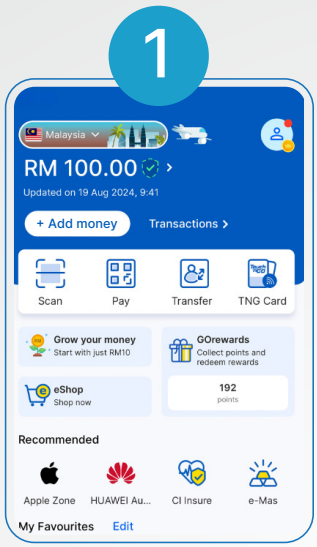


Bill thu a neng a tawng a Key meek inla a baan (Next) meek in

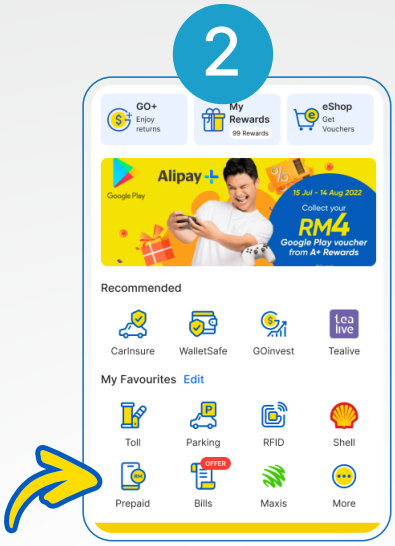


Sum piakna sum bangzah aneng a tawngin confirm inla tuaciangin "Next" meek in Na zo khinta hi!

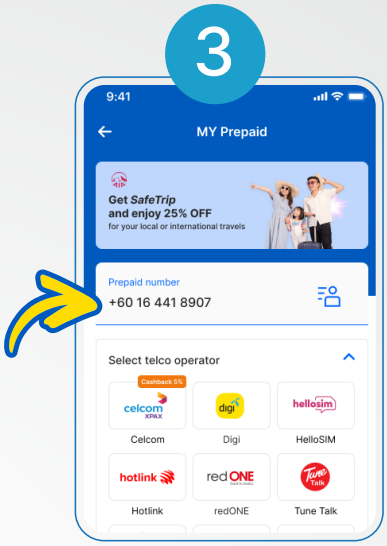
2.6 Sum bangci thun kholh ding?



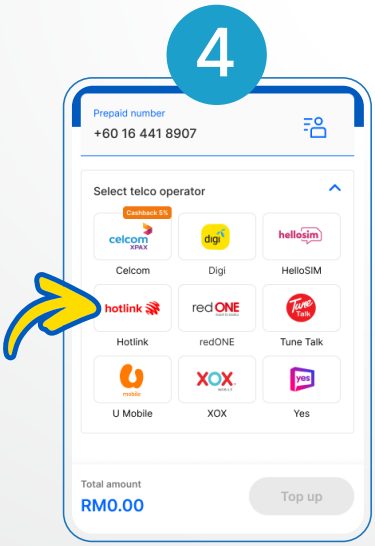
– TNG eWallet app panin masa in



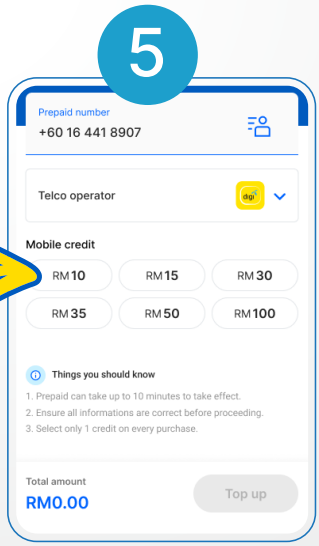
"MY Prepaid" atung meek in



Malaysian mobile number teng gelh in



Na telco provider teel in

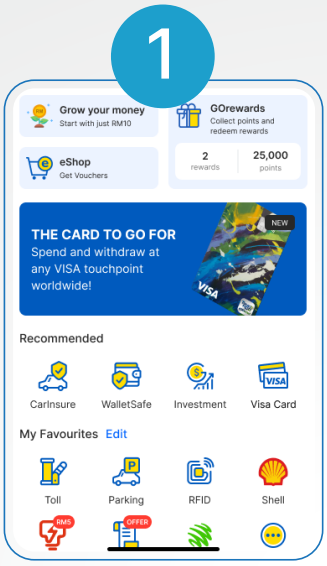


Sum na thun kholh nopzah teel inla "Top up" cih meek in

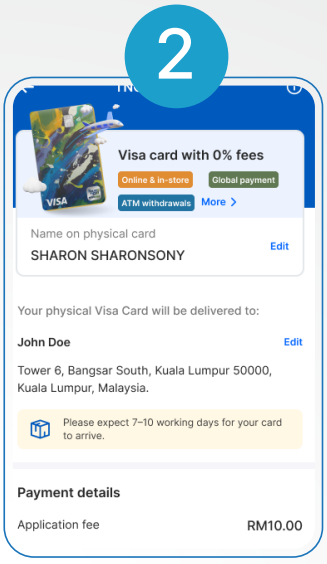
Na zo khinta hi: Minute tawm khit ciangin kipsakna SMS khat na nung ngah ding hi.

2.7 TNG eWallet Visa Card koi bangin ngen leh zangh thei ding

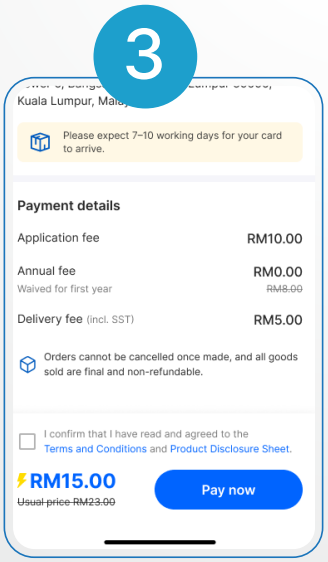
TNG eWallet Visa Card koi ci ngah ding



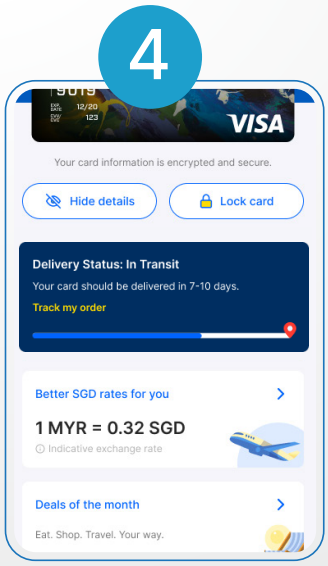
"Visa Card" ci pen hmet in



Na min ngaihsut le delivery address kimu thu kholh in

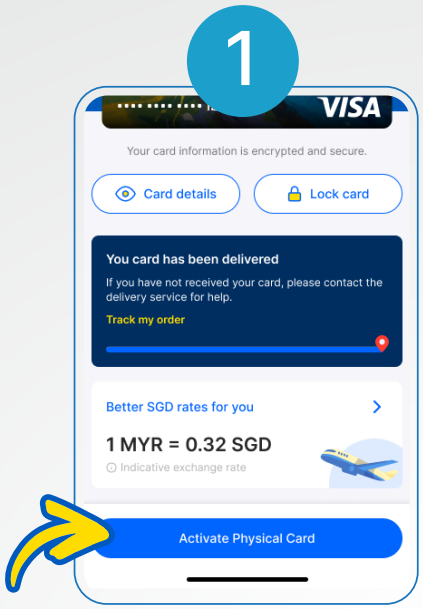


"Pay Now" pen hmet in na card application kipsak in

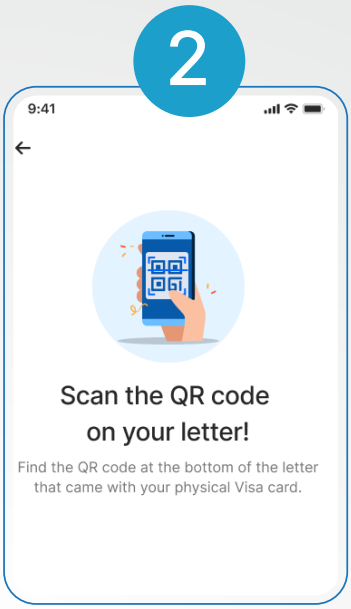


Delivery status hilai ah encing thei hi. Na card ni 7-10 sung ah hong tung ding hi

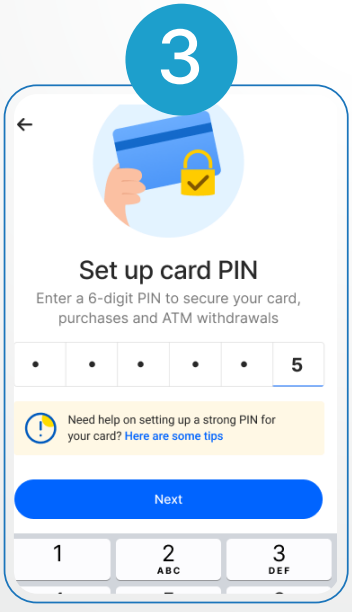
Yay, na TNG eWallet Visa Card na ngahta hi! Hong sak (activate) nading hun!



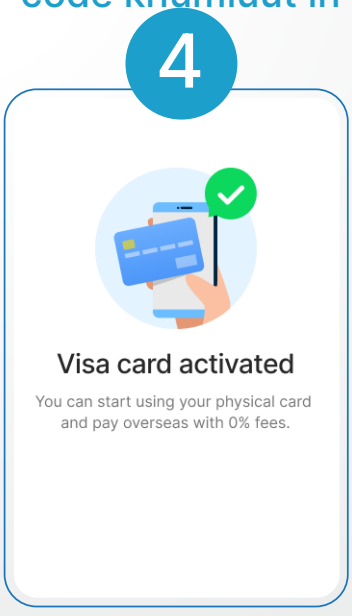
"Activate Physical Card“ atung meek in



Hong kimuakna lai tunga activation code AHIHKEILEH Scan QR code khumluut in



Na card ading 6-digit PIN numbat gelh in



Na zo khinta hi!

Tun-in hih tawh sum piakna leh ATM khat peuhpeuh pan sum tang in na thoh theita hi!

3.1 FAQ: A muan huai digit PIN numbat 6 sehkholhna

Na account bit leh muanhuai a, ahih hangin a khauh mahmah digit PIN numbat 6 na koih ding kisam hi. Tua bang digit PIN numbat 6 na pat ciang a nuai-a a baante (steps) zui in kician sak in:

- Suakna Lai (No DOB) (amai ahihkeileh a nunglam) gentehna. DDMMYY, YYMMDD, MMDDYY
- IC/ Passport numbat (amasa digit numbat 6, anunung na IC ahihkeileh na passport digit 6 numbat teng)
- A kituak na mobile phone numbat (na mobile phone numbat tawh kituak ding)
- Numbat kibang/ khat khit nungah khat zui lo ding (111111, 334455, 121212, 789789,
- 123456, etc)
- Anuai-a gentehnate daan in, keypad meekna bangin olsak lo ding:



'X' Pattern:
753159



Double Straight Line Pattern:
789456

3.2 FAQ: FAQ: Na mobile numbat puahphatna

Account maan etphat nadingin::

- Step 1: www.touchngo.com.my ah pai in
- Step 2: "Customer Service" meek inla tuaciangin under Contact Us, nuai-a "Submit your enquiry here“ meek in
- Step 3: Form sunga thulela kingeente khum in.
- Step 4: "Support Type“ nuai-a, "Update Mobile No“ teel in.
- Step 5: A cian lai thulelate khum inla tuaciang aap (submit) in.

Account maan le maan lo etphat nadingin:

- Step 1: A luut lai na hileh, TNG eWallet hong inla tuaciang na "Profile“ tung meek in.
- Step 2: Tuaciang “Change Mobile numbat” khit cianga "Security" cih pen meek in.
- Step 3: Nangma’ security question dotna pen dawngin.
- Step 4: Na mobile numbat thak kum in.
- Step 5: Na bomile numbat tawh update na man khit ciangin lai (message) hong kilaak ding hi.

Theibeh panpih nopna na nei lai leh T@ngo ah lai nong khak thei hi.

3.3 FAQ: FAQ: 6-digit PIN Mangngilh leh Puahphatna

Na bawl na lutnai keileh:

- Step 1: TNG eWallet app ah lut inla, mal "6-digit PIN" leh na phone nambat tawh minkhumna bawl in.
- Step 2: "Forgot your PIN?" cih pen meek in
- Step 3: Minkhumna nabawlsa mobile nambat tawh hong in. Then, key in the One-Time Password (OTP) sent to minkhumna na bawlsa mobile nambat ah hong kikhak khatvei zat laimalseel (OTP) tawh hong lut in.
- Step 4: Na account manmah hi ci-in hong kisankhit teh, na meel akitel dingin na mai scan i sak ding hi. Azenzen in na account manmah hi ci-in hong kisan naikei leh na minkhumna ID nambat hon ding hongsawl or security tawhkisai dotna hong dawngsak ding hi.
- Step 5: Key in your new 6-digit PIN and you're doneNa hihkhitteh athak mal-6 apha PIN tawh hong lutsak ding hi. Tua mal-6 PIN na honna alem leh laikhak khat hong dawk ding hi!

Na hon nabawl khit leh:

- Step 1: TNG eWallet app ah lut inla "Security" tawhkizui in "Profile" meek in.
- Step 2: "Change 6-digit PIN" cih pen meek inla mal 6-apha tulaitak a nazat PIN pen tawh lut in.
- Step 3: Athak mal- 6 apha PIN tawh lutna bawl in. Tua mal-6 PIN na honna alem leh laikhak khat hong dawk ding hi!

Hongkhin bawlkhin napi tua mal-6-apha PIN pen na mangngilh leh):

- Step 1: TNG eWallet app ah lut inla "Security" tawhkizui in "Profile" meek in
- Step 2: "Change 6-digit PIN" cih pen "Forgot your PIN?" tawhkizui in meek in.
- Step 3: Na account manmah hi ci-in hong kisankhit teh, na meel akitel dingin na mai scan i sak ding hi. Azenzen in na account manmah hi ci-in hong kisan naikei leh na minkhumna ID nambat hon ding hongsawl or security tawhkisai dotna hong dawngsak ding hi.
- Step 4: Athak mal- 6 apha PIN tawh lutna bawl in. Tua mal-6 PIN na honna alem leh laikhak khat hong dawk ding hi!

Huhna na kisap laileh nang ie na kisap huhna nam 6-digits PIN/ Security Qurstions cihdan in teel in la webform ah nong dongh thei ding uh hi.

3.4 FAQ: FAQ: Asikhin Innkuanpihte khat ie TNG eWallet account khaksakna

For Android:

Na TNG eWallet account pen ahunhun in na khak thei hi. Azenzen in na account sungah sum koihsa a omlaileh Malaysia Registered First-Party bank account tawh kisai theihuai thute akim in na piak ding leh adang theihhuai thulela akisam thei dingte pen anuai kigelh dan:

Minpi minkhumna ih bawl danlian
- UNCHR card nambat
- Malaysia Registered Bank min
- Malaysia Registered Bank account nambat (First-Party)

Huhna na kisap laileh nang ie na kisap huhna Nam 'Account Status> Terminaton cihdan in teel in la webform tawh support team ah app in nong dongh thei ding uh hi.

iOS ading:

Na TNG eWallet account khakna pen hih app tungtawn in ngetna aap natawh na bawl thei hi. Please ensure that both your eWallet balance and GO+ balance (if applicable) are zero.

Na TNG eWallet account na khakzia ding kalsuanzia:
- Step 1: "Profile" tung meek in
- Step 2: "General" tung meek in
- Step 3: "Delete Account" tung meek in
- Step 4: 6-digit PIN tawh honglut in
- Step 5: "Agree" or "Maybe Later" tung meek in

Huhna na kisap laileh nang ie na kisap huhna Nam 'Account Status> Terminaton cihdan in teel in la webform tawh support team ah app in nong dongh thei ding uh hi.