

TERMS AND CONDITIONS

1.0 Overview

- 1.1 This “100% Fully Cashless Initiative at R&R” is organised by Projek Lebuhraya Usahama Berhad (PLUS) [Company No.: 201101026564 (954700-A)] and supported by a wide range of trusted payment partners, including MyDebit, Credit and Debit Mastercard, Credit and Debit Visa, DuitNow QR, Touch 'n Go E-Wallet, GrabPay, Setel, MAE, Boost, and ShopeePay. This initiative aims to promote a fully cashless environment across all participating locations, encouraging safer, faster, and more efficient transactions. By eliminating the use of physical cash, we strive to enhance convenience for users while supporting the national agenda for digital transformation. All users are encouraged to ensure their preferred e-payment method is activated and sufficiently funded before making any transactions. Cash payments will not be accepted and/or limited. Terms and conditions apply.

2.0 Fully Cashless Initiative Commencement Date

- 2.1 The implementation of the Fully Cashless Initiative at Rest and Service Areas (R&Rs) operated by PLUS Malaysia Berhad (“PLUS”) will be carried out in phases as follows:

2.1.1 **Phase 1 – Starting 15th July 2025**

- R&R Tapah (Northbound)
- R&R Tapah (Southbound)

2.1.2 **Phase 2 – Starting 15th October 2025**

Covers all Rest and Service Area (R&R) locations in the Central Region, including selected Rest and Service Areas (R&Rs) in the Northern and Southern Regions:

1. R&R Rawang (Northbound)
2. Overhead Bridge Sungai Buloh
3. R&R Seremban (Northbound)
4. R&R Seremban (Southbound)
5. R&R Dengkil (Northbound)
6. R&R Dengkil (Southbound)
7. R&R Ulu Bernam (Southbound)
8. R&R Nilai (Northbound)
9. R&R Nilai (Southbound)
10. R&R Serdang (Northbound)

11. R&R Serdang (Southbound)
12. R&R Ayer Keroh (Northbound)
13. R&R Ayer Keroh (Southbound)
14. Overhead Bridge Ayer Keroh
15. R&R Gurun (Northbound)
16. R&R Gurun (Southbound)

3.0 Accepted Modes of Payment

3.1 Transactions Must Be Completed Using One of the Following Payment Methods:

- a) Credit/Debit Cards Mastercard
- b) Credit/Debit Visa
- c) MyDebit
- d) Prepaid cards (Mastercard or Visa)
- e) Mobile Wallets (Touch 'n Go eWallet, Boost, GrabPay, Setel, MAE, ShopeePay)
- f) QR Code Payments (DuitNow QR)

All transactions must be completed using accepted modes as above. In certain circumstances, we still accept cash, but we strongly encourage highway users to use the cashless payments method.

4.0 Refunds & Disputes

- 4.1 All refunds are subject to the refund policies of the respective merchants, vendors, or cashless payment service providers (e.g., e-wallet operators, banks).
- 4.2 Customers must initiate any refund request directly with their payment provider (e.g., e-wallet or bank) and comply with the procedures required by that provider.
- 4.3 Disputes related to failed, duplicate, or incorrect transactions must be raised within 5 working days from the date of the transaction. Proof of transaction (such as digital receipts or screenshots) should be provided to support the claim.
- 4.4 PLUS and its representatives are not responsible for the outcome of disputes between customers and third-party payment providers.
- 4.5 PLUS does not process or issue refunds for any transactions made via third-party platforms. Refund timelines and decisions are determined by the respective financial institutions or service providers.

- 4.6 In the event of a transaction failure where funds are deducted but no service/product is received:
 - a. Customers are advised to check their transaction history immediately.
 - b. If the receipt is not printed, the transaction is considered failed even though the amount is deducted.
 - c. The deducted amount will be refunded automatically into the customer's ewallet/ bank account.
 - d. Customers should clarify and contact their respective e-wallet provider or bank for further assistance and resolution.
- 4.7 Refunds will not be provided in cash under any circumstances for any cashless payments' transactions
- 4.8 PLUS reserves the right to decline any responsibility or liability arising from delays or failures in the refund process caused by system errors, technical faults, or user error not directly related to PLUS operations.

5.0 Data Protection

- 5.1 Your personal and financial data is secure. All transactions are processed through regulated and secure platforms approved by Bank Negara Malaysia (BNM).
- 5.2 PLUS does not collect, store, or share your financial information at any point in the transaction process. All transactions are processed through secure, regulated platforms.
- 5.3 Personal and payment data will be handled in accordance with Projek Lebuhraya Usahama Berhad's Privacy Policy and applicable data protection laws that is available at <https://www.plus.com.my/wp-content/uploads/2025/06/07-Privacy-Notices-for-Business-Partner-EN.pdf>.

6.0 User Responsibilities

- 6.1 Ensure your internet or mobile network connection is stable and reliable to avoid transaction failures or delays during payment processing.
- 6.2 Ensure your digital payment method is active and has sufficient balance.
- 6.3 Maintain the security of your payment credentials.
- 6.4 Update your devices and payment apps for enhanced security and compatibility.
- 6.5 Use only authorized, safe, and legitimate payment systems under this initiative.

7.0 Limitations of Liability

- 7.1 PLUS shall not be held liable for any direct, indirect, incidental, or consequential losses or damages arising from payment system failures, user errors, or interruptions caused by third-party service providers, including but not limited to e-wallet platforms, banking institutions, and payment gateways.
- 7.2 The Customer(s) shall bear full responsibility and liability for any losses, damages, or claims arising from their own negligence, misconduct, or wilful default in connection with their participation in this Fully Cashless Initiative, including but not limited to the use of any payment methods or any transaction made. The Customer(s) agrees to release PLUS and its appointed partners or agencies from any claims, demands, or liabilities for any injury, accident, loss of life, economic loss, or other damages incurred.
- 7.3 By participating in this Fully Cashless Initiative, the Customer(s) agrees to fully comply with these Terms and Conditions and all decisions made by PLUS, which shall be final and binding.
- 7.4 These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia, and the courts of Malaysia shall have exclusive jurisdiction over any disputes arising from or relating to this Initiative.