

Touch 'go' Unfair Terms

Written by Administrator

Monday, 14 September 2009 11:04 -

 I have a Touch n Go card (purchased in 2001, where a deposit of RM15 was required). The TnC card has become dormant because I have stopped using it sometime in 2006 since my new Mykad had TnC feature enabled. On 9th July 2008, I visited TnC Hub at Taman Desa (TnG HQ) to reactivate the said card but I was shocked to learned that a RM5 reactivation fee and a "Dormant fee" (Dormant fee was the term used by the lady at the service counter) of RM5 every 6 months (total of RM20) is chargeable to my balance of RM24.50 (RM15 deposit + RM9.50 reload), in order to reactivate the card.

I was very much pissed off with this monopolistic blood sucking company and their dirty tactic to siphon off prepaid money from uninformed depositors/card holders.

In TnG Website, the terms and conditions of deactivated card are as follows:

http://www.touchngo.com.my/WhatTNG_card_TNG_2_V.html

I have few questions to ask:

- Does TnG make enough effort to create awareness for this "Dormant Fee" ?
- Does TnG has the right to automatically deduct depositor's prepaid money with consent from the depositors?
- Why can't TnG send the dormant money to unclaimed money department just like what have been practised by local financial institutions? (for dormant savings or fixed deposit accounts, I suppose banks can t touch depositors money isn it ?)
- TnG was licensed under designated payment instrument (DPI) from Bank Negara Malaysia pursuant to section 25(1) of Payment Systems Act 2003 (PSA). Under this act, can TnG take away public money deposited with them under the pretext of yearly maintenance fee?

<http://www.bnm.gov.my/index.php?ch=17&pg=671&ac=581#emoney>

<http://www.bnm.gov.my/index.php?ch=14&pg=17&ac=404&full=1>

I need to write a complaint letter to The Star, Bank Negara and KPDNHEP for two main reason. First is to highlight this unfair practice to the public, second, to exercise my duty as a consumer to report this matter to the relevant authority.

This complaint was forwarded to Touch n Go and below is the response. Should anyone have any comment please e-mail ti darshan@nccc.org.my