

GENERAL

What is EkspreSmiles?

EkspreSmiles is a loyalty program owned by Express Rail Link Sdn Bhd that allows you to earn points for everything you do on the KLIA Ekspres app and website, from creating an account to other services such as buying tickets, packages, gift vouchers and more. Members can redeem the points earned in the program to get discounts on KLIA Ekspres or KLIA Transit products and services as stated on the app and website.

Where do I start and how?

1. Visit <http://www.KLIAekspres.com> or download the KLIA Ekspres mobile app
2. Create an account to sign up as a member
3. Start earning points instantly and earn more with every purchase
4. To redeem, collect EkspreSmiles points and use the points to get discount during checkout

Is there a membership fee to become an EkspreSmiles member?

There is no membership fee. EkspreSmiles membership is FREE.

What can I do if I did not get credited with my EkspreSmiles Points after a successful transaction?

Contact Customer Service at +603 2267 8000 (Monday to Friday 08:30-18:00 hrs local time) or email customerenquiry@kliaekspres.com. Kindly provide the correct personal details, the receipt and screenshot of your current points balance.

EARNING POINTS

How do I earn EkspreSmiles points?

Every member is entitled to earn points for every RM1 spent on any tickets purchased through <http://www.KLIAekspres.com> or the KLIA Ekspres app. EkspreSmiles Points can be earned as below:

New member sign up = 300 points

Train Service	10 points	5 points
KLIA Ekspres	Standard Single Adult Standard Return Adult Standard Single Child Standard Return Child	Family Package Group Saver VIP Service GoCar Package KL TravelPass Single KL TravelPass Return Discover KL Adult Discover KL Child Corporate Single Corporate Return Touch 'n Go e-Wallet 15% Promo Bank Islam 15% Promo
KLIA Transit	Standard Single Adult Standard Return Adult Standard Single Child Standard Return Child	Touch 'n Go e-Wallet 15% Promo Bank Islam 15% Promo

Example:

Standard Single Adult RM49.50 @ 10 points = 495 points

Single Adult ticket with Touch 'N Go e-Wallet 15% promo RM46.75 @ 5 points = 234 points

For purchase of multiple tickets, points will be rounded up only on the total amount, not the individual ticket fares.

Example:

2x Single Adult ticket with Touch 'N Go eWallet 15% promo: RM46.75 x2 = RM93.50 @ 5 points = 468 points

Can I earn points on discounted tickets?

The amount of EkspreSmiles Points you earn will be calculated based on the final purchase fares, minus all discounts.

Can I earn points if I use Gift Voucher?

You will earn points based on ticket type purchased using the Gift Voucher. For example, you will earn 10 points on your total fare for purchase of Single Adult ticket using a Gift Voucher which is 495 points (RM49.50 x 10 points).

When will I receive my points?

You will receive your EkspreSmiles Points after your payment is completed and ticket booking is confirmed.

Is there a limit to the number of points I can accumulate?

There is no limit.

How do I find out how many EkspreSmiles Points I have collected?

You may check your EkspreSmiles Points balance on your profile page.

POINTS REDEMPTION

How do I redeem my points?

You may redeem your EkspreSmiles points to get a discount on your total fare amount. The discount amount must be redeemed in units of RM5 (i.e. RM5, RM10, RM15, etc). Kindly refer to the steps below:

1. During checkout, go to Apply Discount
2. Select EkspreSmiles Points
3. Check your points balance and select the amount of points entitled for redemption
4. Click Proceed
5. Complete the rest of the payment in Checkout Page

What products can I redeem with my points?

All the products eligible for redemption are displayed on the app and website. If the product you are looking for is not there, it means the product is not entitled for points' redemption.

Is there a minimum and maximum amount of points to redeem?

Yes, the minimum amount for redemption is RM5 for 1,500 EkspreSmiles Points and redemption can only be made in denomination of RM5/1,500 EkspreSmiles Points. There is not maximum limit to redeem the points.

Can I use only my points to make payment?

If you have accumulated enough points to make a redemption, you may use your points to make full fares payment during checkout.

When can I start redeeming my points?

You may redeem your points when you have accumulated enough points to meet the minimum redemption requirement any time before the expiry date.

Can I redeem my points on discounted tickets?

Yes, you may redeem your EkspreSmiles Points on discounted tickets to get further savings on your total purchase fares.

Can I redeem my points to get a Gift Voucher?

You cannot redeem your EkspreSmiles Points for purchase of Gift Voucher.

Can I exchange my EkspreSmiles Points for cash?

EkspreSmiles Points cannot be exchanged for cash.

Can I transfer my points to another member's account?

EkspreSmiles Points cannot be transferred to another account.

VALIDITY**Is there an expiry date for my EkspreSmiles Points?**

Yes. EkspreSmiles Points expire every two 31 Decembers. For example, points earned in October 2020 will expire on 31 December 2021, while points earned in February 2021 will expire on 31 December 2022.

What happens to my points after the expiry?

Your EkspreSmiles Points will be reset back to 0 in the third year and you will have to start earning your points again based on the calendar year.

ACCOUNT**How do I update my member's details?**

You may update your personal details on the Account page

Can I change my email address?

You cannot change your email address. Kindly take note that your tickets and receipts will be sent to the registered email address.

How do I change my password?

To change password, go to your Account page and click on 'Change Password'. The system will prompt you to enter your old password as well as new one. A confirmation will be given if your new password is changed successfully.

What if I forget my card password?

Go to login page and click 'Forgot Password', you can input your registered email to reset your password. If the email address you gave us is no longer in use, please contact Customer Service at +603 2267 8000 (Monday to Friday 08:30-18:00 hrs local time) or email customer enquiry@kliaekspres.com for assistance.

How do I transfer points from my old account to my new account?

EkspreSmiles Points cannot be transferred to another account.