BANGKOK EXPRESSWAY AND METRO

บริษัท ทางด่วนและรถไฟฟ้ากรุงเทพ จำกัด (มหาชน)

# Ticket Issuing Conditions for MRT Blue Line System

1. Rules and regulations

These terms and conditions are issued by virtue of the terms and conditions on the use of MRT system in relation to ticket and collection of fares of Bangkok Expressway and Metro Public Company Limited.

1.1 The terms used in this notification shall have the same meaning as used in the terms and conditions in relation to the use of MRT system.

1.2 Fare rate shall be in accordance with the notification on fare as published at the station by Bangkok Expressway and Metro Public Company Limited.

2. Definitions

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| "BEM" | means | Bangkok Expressway and Metro Public Company Limited. |
| "MRTA" | means | Mass Rapid Transit Authority of Thailand. |
| "MRT Blue Line" | means | MRT Chaloem Ratchamongkhon Line. |
| "MRT Purple Line" | means | MRT Chalong Ratchadham Line. |
| "Registered Cardholder" | means | a person who register the personal information according to the laws in order to authenticate his/herself as the owner of e-Money on the registered card of MRT systems with the right of usage according to the conditions determined by the BEM and/or the MRTA. The responsibility of Registered Cardholder is according to attachment of the notification. |
| "e-Money" | means | stored value on the card of MRT system which the passenger pays in advance to the BEM (for MRT Card) or the MRTA (for MRT Plus Card) in order to pay for fare, parking fees and/or fees of MRT system including other service fees according to the determination of the BEM and/or the MRTA instead of cash payment. |
| "Card Issuer" | means | Card Service Group, which issues card for people who agree with the contract. Card Service Group might be BEM or MRTA or bank or financial institution or others |

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| "Ticket" | means | contactless smart media that is used to pay fare for the transportation in the MRT Blue Line and/or the MRT Purple Line, including the transportation across the systems. Tickets are divided into two types: Token and Card. |
| "Token" | means | contactless smart token, used for single journey, which is available in five types: Adult Token, Child Token, Elder Token, Paid Exit Token, and Free Exit Token. Token is the property of the BEM and/or the MRTA. |
| "MRT Card" | means | the card issued by the BEM in the MRT Blue Line system which is a contactless smart card used for multiple journeys and can be topped up by value or trips to pay for fare and/or parking fees and/or any fees of the MRT systems including other service fees according to the determination of the BEM and/or the MRTA. MRT Card is the property of the BEM and has 8 types: Adult Card, Child Card, Elder Card, Student Card, Business Traveller Card, Co-Brand Card, Employee Card, and On Duty Card (except the Co-Brand Card is the property of the BEM and/or the business partner). |
| "MRT EMV Card" | means | the card co-issued by the BEM and the business partner, which is a Prepaid Card type of the Europay Mastercard and Visa standard card that has contactless payment logo on the front or the back of card according to its card network. The card is used for multiple journeys and can be topped up by value to pay for fare and/or any fees of the MRT systems including other service fees according to the consideration of the BEM. The card is the property of the BEM and/or the business partner and has 7 types: Adult Card, Child Card, Elder Card, Student Card, Business Card, Co-Brand Card, and Employee Card. |
| "MRT Plus Card" | means | the card issued by the MRTA in the MRT Purple Line system which is a contactless smart card used for multiple journeys and can be topped-up by value or trips to pay for fare and/or parking fees and/or any fees of the MRT systems including other service fees according to the consideration of the BEM and/or the MRTA. MRT Plus Card is the property of the MRTA and has 9 types: Adult Card, Child Card, Senior Card, Student Card, Business Traveller Card, Co-Brand Card, Staff Card, On Duty Card, and Park & Ride Card (except the Co-Brand Card is the property of the MRTA and/or the business partner). |
| "Business Traveller Card" | means | Stored Value Card that is issued by the BEM to government authority, state enterprise and/or private entity under the specified terms and conditions. |
| "Co-Brand Card" | means | Stored Value Card that is created by cooperation between the BEM and the business partner. This type of Card can be co-used for either the transportation in the MRT system or the services of the business partner pursuant to the specified terms and conditions. |

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| "Card issued by the designated institution" | means | the card issued by private entity and/or external government authority (i.e., neither MRT card nor MRT Plus Card) that can be used for travelling in the MRT Purple Line and the MRT Blue Line systems. The Card has two types: Welfare Card 2.5 and EMV Contactless Card. |
| "State Welfare Right through identity card" | means | A person who has passed the eligibility check from registration under the Welfare Registration Scheme. |
| "EMV Contactless Card" | means | the Europay Mastercard and Visa standard card, which has contactless payment logo on the front or the back of card, issued by any bank, financial institution, or other institution with contactless function. The card is available in 3 types: Credit Card, Debit Card, and Prepaid Card. |
| "Child" | means | a person who is not older than 14 years old, by counting from the date of birth up to the age of 14.<br><br>e.g. the passenger whose birthday is on 1st October 2017 has used this promotion until 30th September 2031 ; as follow<br><br>1) with a height not more than 90 cm., exempt for the fare<br><br>2) with a height from 91–120 cm., half price of full fare |
| "Elder" | means | a person who is 65 years old onwards, by counting from the date of birth at the age of 65 years and over.<br><br>e.g. the passenger whose birthday is on 1st August 1962 has used this promotion from 1st August 2027. |
| "Student" | means | a person who is not older than 23 years old, by counting from the date of birth up to the age of 23; e.g., the passenger whose birthday is on 1st October 2017 has used this promotion until 30th September 2040 and studies in academic institution (school, learning centre, college, university, governmental or private educational institution which has duty or obligation to provide educational service). |
| "System Transition" | means | a transition from one route to another route within the transit station, including paid area transfer and unpaid area transfer. |
| "Travelling Trip" | means | the entry into the paid area of the departure station and the exit from the paid area of the arrival station. |
| "Blue Line Pass" | means | the limited trip product that can be used in the MRT Blue Line system only by deducting the number of journey. The product's price and condition are designated by the BEM. |
| "Purple Line Pass" | means | the limited trip product that can be used in the MRT Purple Line system only by deducting the number of journey. The product's price and condition are designated by the MRTA. |

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| "Multiline Pass" | means | the limited trip product that can be used both in the MRT Blue Line and the MRT Purple Line systems (or cross line between the two systems) by deducting the number of journey. The product's price and condition are determined by the BEM and/or MRTA. |
| "Normal Fare" | means | full fare rate that is charged by the BEM. |
| "Deposit" | means | the money that is used to warrant any damage and/or any lost that may happen to the Card in accordance with the terms and conditions prescribed by the BEM. If there is any damage to the Card or the Card has been lost, the BEM reserves the right to not return the Deposit. |
| "Activate Value Machine (AVM)" | means | the card reader machine that the BEM installs at MRT station or elsewhere as determined by the BEM and/or MRTA to top-up the card with the add value transaction via the online channel as determined by the BEM and/or MRTA. |
| "Card Usage" | means | the creation of transaction on the card consists of card issuing, card top-up, entry and exit via card, card replacement, and card upgrading. |
| "MRT Cardholder Registration" (for MRT Card or MRT Plus Card or MRT EMV Card) | means | the process to know the Cardholder of MRT Card by following on Know Your Customer (KYC) regulations of the Payment Systems Act, B.E. 2560 and the Anti-Money Laundering Act, B.E 2542. The process is composed of the identification, verification and authentication procedures. The new Cardholder or existing Cardholder that have never been registered to tie in with any each MRT card, shall have to identify his/herself for the Cardholder registration with all each card belong to him/hers by showing identity card or passport (foreigner only) or the identification document issued by Thai government at the MRT station of the MRT Blue Line system and the MRT Purple Line system or elsewhere as determined by the BEM and according to the procedures and methods as determined by the BEM. |
| "The User Account" (for EMV Contactless Card or MRT EMV Card) | means | the account that the passenger registers and links to the EMV Contactless card/ MRT EMV Card, used for self-service checking of trip history and fare collection in the MRT system or other support requests according to the method as prescribed by the MRTA and/or the BEM. |

3. Promotion (extended to 2nd July 2024)

3.1 The following persons shall be exempted from paying the fare:

1) A person who is not older than 14 years old , by counting from the date of birth up to the age of 14, with a height not more than 90 cm.

2) A person with disabilities who has identification card issued by public sector; i.e., the National Office for Empowerment of Persons with Disabilities.

3.2 A person who is 60 years old or more and/or from the date that is such person's 60 years old birthday onwards will receive the fare discount at the same rate as the Elder.

4. Ticket issuance and the use of ticket

4.1. Contactless smart token

1) The passenger can issue a Token from the ticket vending machine/ticket issuing machine or the ticket office at the time as determined by the BEM which is prescribed in schedule of this notification or by any other method as prescribed by the BEM; except in case that the token issued by using State Welfare right through identity card, the passenger can issue the special adult token or elder token provided by the BEM at ticket office only, according to the procedures and methods as determined by the BEM. State Welfare Right through identity card is reserved for the passenger who has name, surname, and/or photo specified on the front of card only.

2) A Token is used for a single journey and the fare will be charged at the rate in accordance with the distance chosen by the passenger at the ticket vending machine/ticket issuing machine or the ticket office.

3) A Token which is a Child Token is reserved for the passenger who is qualified as "Child" only.

4) A Token which is an Elder Token is reserved for the passenger who is qualified as "Elder" only.

5) A Token can be used for travelling in the MRT Blue Line system and/or the MRT Purple Line system.

6) A Token can be used for travelling during the working hours on the same day that such Token was issued and such Token must be used at the entry gate of the station where it was issued only. If the Token was not used in the same day as it was issued, the Token will be deemed as expired. The expired Token can be refunded to cash at the ticket office; except the special token issued by State Welfare right through identity card cannot be refunded.

7) In the event that the value of Token is lower than the fare that the passenger has been travelled, such passenger shall pay the shortfall between the stored value in the Token and the actual fare rate before exiting the system.

8) In the event that the value of Token is higher than the fare that the passenger has been travelled, such passenger can exit the system by inserting the Token at the automatic exit gate.

9) The passenger who destroys or damages the Token after the passenger has entered into the paid area, the BEM reserves the rights to charge fee or expense incurred from such incident.

10) If a Token cannot be used, passenger can contact station staff for initial rectify problem.

4.2. Contactless smart card

4.2.1 MRT Card or MRT Plus Card

1) The issuance of Card in the MRT Blue Line system can be made at the ticket office, in which only the MRT Card can be issued (i.e. it is unable to issue the MRT Plus Card or others) during the working hours as prescribed in the notification or elsewhere as determined by the BEM.

2) The issuance of Card shall have the Cardholder registration (except On Duty Card) according to the procedures as prescribed by the BEM and the card shall have an initial travelling stored value, the deposit, the issuance fee, and others as determined by the BEM.

3) With regard to the top-up of value onto the Card in the MRT Blue Line system, the top-up can be made on either the MRT Card or the MRT Plus Card via various channel such as the ticket office or the ticket issuing machine or the activate value machine during the working hours or at any other place as determined by the BEM (for the activate value machine, the passenger should firstly make a top-up transaction via the online channel as determined by the BEM). If a problem occurs during topping-up at the ticket issuing machine or the activate value machine, the passenger can contact station staff at the ticket office for initial rectify problem.

4) The passenger who makes a top-up transaction via the online channel as determined by the BEM should bring the Card to top-up at the activate value machine of the MRT system or any other place as determined by the BEM. If the top-up is not proceeded within 7 days and in operation hours, the passenger will receive the top-up value back via the online channel which a transaction was made.

5) The top-up of value onto the Card can be made at every hundred baht incremental e.g. Baht 100, 200, ..., or as determined by the BEM. In any event, the remaining travelling value after the top-up shall not exceed the maximum value as determined by the BEM. In addition, the top-up of value can be paid by means of cash and/or credit/debit/prepaid card and/or QR code and/or the online channel as determined by the BEM.

6) The top-up of value or trips onto the Card at the ticket office shall have the verification on the status of Cardholder registration. If the passenger has not yet registered to tie in with the Card, the Cardholder registration shall have to be done according to the procedures as prescribed by the BEM.

7) The trips top-up of the card in the MRT Blue Line system (if any) can be made both on the MRT Card and the MRT Plus Card at the ticket office during working hours or at any other place as determined by the BEM.

8) The trip products (if any) sold in the MRT Blue Line system are Blue Line Pass and Multiline Pass, whereas the trip products sold in Tao Poon Station which is the interchange station are Blue Line Pass, Purple Line Pass, and Multiline Pass. The trip product is also limited by days and by trips and can be available on the Card in both forms of current pass and future pass.

9) The trip product for Adult (if any) as determined by the BEM can be topped up onto Adult Card, Business Traveller Card, and Co-Brand Card of the MRT Card and the MRT Plus Card and cannot be refunded.

10) The trip product for Student (if any) as determined by the BEM can be topped up onto Student Card of the MRT Card and the MRT Plus Card and cannot be refunded.

11) The passes (if any) in the card must be used within the specified period from the date of top-up determined by the BEM. If the period has passed, the passes in the card will expire and cannot be used for travelling.

12) The term of the passes added to the card begins from the date of first travel in accordance with the type determined by the BEM. If the period has passed, the passes in the card will expire and cannot be used for travelling.

13) The passenger can make a payment for the issuance of Card or the card's top-up value or passes by means of cash and/or credit card/ debit card/ prepaid card and/or QR code. In the event that the payment is made by mean of credit card/ debit card/ prepaid card, the payment must be made for at least the minimum value as specified by the BEM.

14) The MRT Card, the MRT Plus Card, can be used for transportation in both the MRT Blue Line and the MRT Purple Line during the working hours of the MRT system and can also be used for paying parking fees at the parking building/area of the MRT Blue Line / the MRT Purple Line as determined by the BEM

15) A Card which is a Child Card is reserved for the passenger who is qualified as "Child" only.

16) A Card which is a Student Card is reserved for the passenger who is qualified as "Elder" only.

17) A Card which is an Elder Card is reserved for the passenger who is qualified as "Student" only.

18) When the passenger uses the MRT Card / the MRT Plus Card to travel at the MRT system and exits at the MRT Blue Line, the system will deduct the products on the card base on passenger journey. In general, type of products within the card will be deducted in the following order, Blue Line Pass, Purple Line Pass, Multiline Pass, or the purse value.

19) The trips and/or value or transit credit in the card will be decreased automatically according to the number of trips and/or the fare of the distance travelled. The remaining trips and/or value or transit credit in the Card (not including Deposit in the card) will be shown on the automatic gate once the passenger passes the exit gate. The deduction of trips and/or value in the card will be considered as completely and will bind with Registered Cardholder as if the Registered Cardholder has done by his/herself.

20) In the event that the passenger uses the MRT Card / the MRT Plus Card to travel at the MRT system and has been travelling exceeds the remaining stored value in the Card, in case the remaining stored value after being travelled is not lower than

minimum exit value such passenger will be able to exit the gate. However, the passenger will have to top-up before using the stored value card for the next trip so that the top-up value will be reimbursed the unpaid fare /service fee from the previous trip. In case the remaining stored value after being travelled is lower than minimum exit value, the passenger will be top-up before exit the gate.

21) The passenger who is holding a Card that is damaged or broken and not be able to pass the automatic gate will have to return such Card to the staff with the proof of identity (If the Cardholder registration has been already done). The BEM will return the remaining stored value in the Card pursuant to the procedures and methods as prescribed by the BEM. In this condition, the BEM shall reserve the rights to charge fee or expense incurred from such incident, as applicable.

22) The Card will be imposed the limited usage time. If the passenger has not used the Card within the limited usage time, the Card can no longer be used for travelling. However, with the condition that the Card is not expired, the passenger can top-up the value and/or trips onto the Card at the ticket office so that the card can be used for travelling again. The BEM reserves the rights to charge fee from such incident.

23) The Card has an expiry date. If such date is passed, the passenger can no longer use it for travelling. The passenger who is holding the expired MRT Card can claim for the substituted Card by showing the identification evidence (If the Cardholder registration has been already done) at the ticket office which is located in the MRT Blue Line system in according to the procedures and methods as determined by the BEM. For the passenger who is holding the expired MRT plus Card, the substituted Card can be issued by showing the identification evidence (If the Cardholder registration has been already done) at the ticket office that is located in the MRT Purple Line system in according to the procedures and methods as determined by the BEM.

24) If the passenger uses his/her The Card or someone else uses his/her own The Card illegally or breaches the conditions of use, resulting in not paying the fare in full, the BEM reserves the right to take legal action and/or confiscating the card usage and non remboursable card amount in MRT system and charging the fee according to the rate and method specified by the MRTA and/or the BEM.

4.2.2 EMV Contactless Card

1) The EMV Contactless Card issued by the bank, financial institutions, or other institutions both domestic and international with Contactless Payment Symbol can be used in MRT systems. The EMV Contactless Card complied by payment scheme (such as Visa / Mastercard / other schemes) as prescribed by the MRTA and/or the BEM and card status that not either suspend or expired is applicable.

2) Card issuing, value adding, and pass product adding are unable to process on the EMV Contactless Card at the Ticket Office, Ticket Vending Machine, and also Activate Value Machine in MRT system.

3) The Passenger can create a user account as registered passenger and link EMV Contactless Card, unlimited of one's account, to check trip history status/payment status, and other self-services, via www.mangmoomemv.com and/or https://metro.bemplc.co.th/emv-contactless or other channel as prescribed by the MRTA and/or the BEM.

4) The Passenger can travel by EMV Contactless Card without create account, as unregistered passenger in MRT system, according to condition as prescribed by the MRTA and/or the BEM. Nevertheless, the unregistered passenger will not get the additional benefit (e.g. the refunding of excess), according to condition as prescribed by the MRTA and/or the BEM.

5) The top up of trips on the EMV Contactless Card (if any) can be done through online channels, the Bangkok MRT mobile application, and/or the website www.mangmoomemv.com. The Passenger must register and activate their EMV Contactless Card for top up of trips via the Bangkok MRT mobile application, along with user registration on www.mangmoomemv.com and adding the EMV Contactless Card to the user's account. Payment for top up of trips can be made using credit/debit/prepaid cards within the Visa and MasterCard networks and other networks as determined by the BEM. The EMV Contactless Card with outstanding debts will not be eligible for trip top up.

6) It is not possible to top up trips at the ticket office room in the MRT Blue Line system.

7) The top up of trips through the Bangkok MRT mobile application and/or the website www.mangmoomemv.com can be done as determined by the MRTA and/or the BEM. If there are remaining trips on the EMV Contactless Card that are still usable, the top up the same type of pass onto the EMV Contactless Card cannot be made (the future pass is not possible).

8) The top up of trips is subject to the number of days, number of trips, and prices as determined by the BEM.

9) The trip product for Adult as determined by the BEM can be topped up onto the EMV Contactless Card and cannot be refunded.

10) The trip product for Student (if any) as determined by the BEM cannot be topped up onto the EMV Contactless Card.

11) In case of lost card or damaged card or expired card or used pass or unused pass that have expired, the BEM reserves the right not to refund the pass under any circumstances.

12) Passengers are responsible for checking the expiration date of their EMV Contactless Card and the validity period of their pass product before purchasing the pass product. If the EMV Contactless Card intended for top up trips expires before the expiration date of the pass product, the BEM reserves the right not to refund the remaining trips (if any) to the passenger.

13) Passengers may request to cancel the pass product within 7 days from the date of purchase, provided that the pass product has not been used and have not expired before requesting the cancellation of the aforementioned purchase.

14) The approval for the cancellation of the purchase of the pass product is subject to the conditions and procedures as determined by the BEM. If the cancellation request is approved passengers will receive a refund to the card used for payment within 14 days from the date of the cancellation request.

15) For using EMV Contactless Card in MRT system, the passenger acknowledges and complies by using conditions for MRT System and consent to collecting, using, disclosing, and storing the travelling data according to the procedures as prescribed by the MRTA and/or the BEM.

16) For parking fee discount at Park and Ride building, the passenger can use MRT/MRT Plus or Park & Ride card to travel in MRT system and pay for parking fee by using the same card instead of EMV Contactless Card.

17) EMV Contactless Card shall be charged by using the Adult fare rate as announced at that time, including other announcements of the MRTA or the public sector related to the Adult fare rates at that time.

18) Fare calculation for incomplete journey due to lost card, or damage card, or technical problem, or different cards used to travel in MRT system shall be charged not exceed maximum integrated fare rate applicable by the MRTA and/or the BEM at that time for each leg of the journey. The passenger who created the user account shall be able to make a dispute request with related evidences within specified period of time; i.e. 60 days. If the request is approved; the fund will be transferred to passenger's card account within period prescribed by the MRTA and/or the BEM.

19) In case of passenger unable to use EMV Contactless Card in MRT system by any condition such as denied card or card cannot be charged or technical issues, the passenger shall contact the card issuer to verify the card status. The EMV Contactless Card can be reactivated for traveling in MRT system according to the conditions as prescribed by the MRTA and/or the BEM.

20) If the passenger does not use the EMV Contactless Card for normal travel, resulting in the fare not being paid, the BEM reserves the right to charge the fee according to the rate and method specified by the MRTA and/or the BEM.

21) If the passenger uses the EMV Contactless Card or someone else uses his/her own EMV Contactless Card illegally or breaches the conditions of use, resulting in not paying the fare in full, the BEM reserves the right to suspending the use of the card in the MRT system and charging the fee according to the rate and method specified by the MRTA and/or the BEM.

4.2.3 MRT EMV Card

1) The issuance of Card in the MRT Blue Line and/or Purple Line systems can be made at the ticket office during the working hours as prescribed in the announcement or elsewhere as determined by the BEM and via online mobile application Bangkok MRT, 24 hours a day. The Card shall have an initial top-up value and the issuance fee as specified by the BEM.

2) The issuance of Card shall have the Cardholder registration according to the procedures as prescribed by the BEM. The cardholder can issue and register an MRT EMV cardholder account up to a maximum of 10 cards per ID card number or passport (in case of foreigners). The BEM reserves the right to change the amount of cards and/or conditions as specified by the BEM.

3) With regard to the top-up of value onto the MRT EMV Card in the MRT Blue Line and/or Purple Line systems, the top-up can be made via various channel

such as the ticket office during the working hours or online channel for 24 hours a day or at any other places as determined by the BEM.

4) The top-up of value onto the Card can be made at the ticket office by means of cash and/or debit/prepaid card and/or QR Prompt pay. In addition, the top-up of value can be paid at online channels using QR Prompt Pay. The minimum top-up value is as determined by the BEM and maximum value on Card should not exceed the maximum value amount as determined by the BEM.

5) The top-up of value onto the Card at the ticket office can be made at minimum of 100 Baht and at every hundred baht incremental e.g. Baht 100, 200, ..., or as determined by the BEM. The top-up value shall not exceed the maximum top-up amount at MRT system per transaction and per month as determined by the BEM. The top-up of value onto the Card via online channel can be made at minimum of 50 Baht as determined by the BEM.

6) MRT EMV Card that has not been activated is unable to top-up at all channels. The cardholder can activate the Card at the ticket office in the MRT Blue Line and/or Purple Line systems or online channel according to the procedures as prescribed by the MRTA and/or the BEM.

7) The top up of trips on the MRT EMV Card (if any) can be done through online channels, the Bangkok MRT mobile application, and/or the website www.mangmoomemv.com. The Passenger must register and activate their MRT EMV Card for top up of trips via the Bangkok MRT mobile application, along with user registration on www.mangmoomemv.com and adding the MRT EMV Card to the user's account. Payment for top up of trips can be made using credit/debit/prepaid cards within the Visa and MasterCard networks and other networks as determined by the BEM. The MRT EMV Cards with outstanding debts will not be eligible for trip top up.

8) It is not possible to top up trips at the ticket office room in the MRT Blue Line system.

9) The top up of trips through the Bangkok MRT mobile application and/or the website www.mangmoomemv.com can be done as determined by the MRTA and/or the BEM. If there are remaining trips on the MRT EMV Card that are still usable, the top up the same type of pass onto the MRT EMV Card cannot be made (the future pass is not possible).

10) The top up of trips is subject to the number of days, number of trips, and prices as determined by the BEM.

11) The trip product for Adult as determined by the BEM can be topped up onto Adult Card, Business Traveller Card, and Co-Brand Card of the MRT EMV Card and cannot be refunded.

12) The trip product for Student (if any) as determined by the BEM can be topped up onto Student Card of the MRT EMV Card and cannot be refunded.

13) Passengers are responsible for checking the expiration date of their MRT EMV Card and the validity period of their pass product before purchasing the pass product. If the MRT EMV Card intended for top up trips expires before the

expiration date of the pass product, the BEM reserves the right not to refund the remaining trips (if any) to the passenger.

14) Passengers may request to cancel the pass product within 7 days from the date of purchase, provided that the pass product has not been used and have not expired before requesting the cancellation of the aforementioned purchase.

15) The approval for the cancellation of the purchase of the pass product is subject to the conditions and procedures as determined by the BEM. If the cancellation request is approved passengers will receive a refund to the card used for payment within 14 days from the date of the cancellation request.

16) MRT EMV Card can be used to travel in MRT system including MRT Blue Line, MRT Purple Line, and MRT Yellow Line systems during the operating hours of each line of the MRT system as determined by MRTA and/or BEM; and to pay for goods and/or other services as specified by the Company and/or the business partners.

17) A Card which is a Child Card is reserved for the passenger who is qualified as "Child" only.

18) A Card which is a Student Card is reserved for the passenger who is qualified as "Student" only.

19) A Card which is an Elder Card is reserved for the passenger who is qualified as "Elder" only.

20) The Passenger can create a user account as registered passenger and link MRT EMV Card, unlimited of one's account, to check trip history status/payment status, and other self-services, via mobile application Bangkok MRT and/or www.mangmoomemv.com and/or https://metro.bemplc.co.th/emv-contactless or other channel as prescribed by the MRTA and/or the BEM.

21) The Passenger can travel by MRT EMV Card without account creation on www.mangmoomemv.com according to condition as prescribed by the MRTA and/or the BEM. Nevertheless, the passenger will not get the additional benefit (e.g. the refunding of excess), according to condition as prescribed by the MRTA and/or the BEM.

22) For using MRT EMV Card in MRT system, the passenger acknowledges and complies by using conditions for MRT System and consent to collecting, using, disclosing, and storing the travelling data according to the procedures as prescribed by the MRTA and/or the BEM.

23) For parking fee discount at Park and Ride building, the passenger can use MRT/MRT Plus or Park & Ride card to travel in MRT system and pay for parking fee by using the same card instead of MRT EMV Card.

24) MRT EMV Card shall be charged with fare rate based on its card type according to BEM and/or the MRTA announced at that time.

25) Fare calculation for incomplete journey due to lost card, or damage card, or technical problem used to travel or use different cards on the same trip in MRT system shall be charged not exceed maximum integrated fare rate applicable by

the MRTA and/or the BEM at that time for each leg of the journey. The passenger who created the user account shall be able to make a dispute request with related evidences within specified period of time; i.e. 60 days. If the request is approved; the fund will be transferred to passenger's card account within period prescribed by the MRTA and/or the BEM.

26) In case of passenger unable to use MRT EMV Card in MRT system by any condition such as denied card or card cannot be charged or technical issues, the passenger shall contact the BEM or the card co-issuer to verify the card status via specified channels including the Information Center during working hours as announced by the BEM or online channel for 24 hours a day according to the procedures as prescribed by the BEM in order to request for cancellation of suspension. The MRT EMV Card can be reactivated for traveling in MRT system according to the conditions as prescribed by the MRTA and/or the BEM.

27) In case of passenger unable to exit MRT system since MRT EMV Card has been damaged, broken or stolen, passenger shall contact staff at the ticket office for exiting MRT system according to the conditions as prescribed by the MRTA and/or the BEM.
An MRT EMV Cardholder who lost the Card can suspend the Card temporarily by his/herself via mobile application Bangkok MRT. The Cardholder can cancel the temporary suspension via mobile application Bangkok MRT as well.
If the passenger would like to permanently suspend (deactivate) the Card, the passenger shall contact the Information Center during working hours as announced by the BEM according to the procedures as prescribed by the BEM. When the card is deactivated, the passenger will not be able to cancel the card's suspension.

28) In case of MRT EMV Card damaged, broken, or lost, the cardholder can request for issuance a new card at ticket office in the MRT Blue Line and/or Purple Line systems and/or via mobile application Bangkok MRT with paying a new card's issuance fee and delivery fee (if any) according to the procedures as prescribed by the MRTA and/or the BEM.

29) MRT EMV Card has an expiry date. If such date is passed, the passenger can no longer use it. The passenger who is holding the expired MRT Card can request for issuance a new card at the ticket office in MRT Blue Line system and /or MRT Purple Line system and/or via mobile application Bangkok MRT with paying issuance fee and delivery fee (if any) according to the procedures as prescribed by the MRTA and/or the BEM.

30) The user can suspend the service by himself/herself via mobile application Bangkok MRT with immediate effect after the suspension process or via the card issuer's Call Center with immediate effect after the officer takes action.

31) The MRT EMV cardholder is eligible to terminate cardholder account via mobile application Bangkok MRT 24 hours a day or the BEM's information center during working hours as announced by the BEM. or contact the card issuer's Call Center.

32) If the passenger does not use the MRT EMV Card for normal travel, resulting in the fare not being paid; the BEM reserves the right to charge the fee according to the rate and method specified by the MRTA and/or the BEM.

33) If the passenger uses his/her MRT EMV Card or someone else uses his/her own MRT EMV card illegally or breaches the conditions of use, resulting in not paying the fare in full, the BEM reserves the right to take legal action and/or consider canceling the discount privileges of the card and/or suspending the card usage in MRT system and charging the fee according to the rate and method specified by the MRTA and/or the BEM.

34) If the MRT EMV cardholder is inactive and/or no account movement beyond the specified time, there will be an account maintaining fee as specified by the MRTA and/or the BEM.

35) If the MRT EMV cardholder would like to transfer funds to a bank account, there will be a transfer fee to a bank account in the same name as the cardholder with the condition and fee as specified by the MRTA and/or the BEM.

5. The passenger who has entered into and exited from the paid area within the same station shall pay the fare at the rate pursuant to the type of Token and Card charged by the BEM at the time. The fare shall be exempted in the case that the passenger who uses the Token/MRT Plus Card/ MRT Card has not yet exited from the paid area and stayed in the paid area less than or equal 5 minutes or the case that the passenger who uses the EMV Contactless Card/ MRT EMV Card to enter and exit the MRT system within 5 minutes.

6. Any passenger who has stayed in the paid area longer than the specified period shall pay surcharge as prescribed by the BEM. In any case, for the passenger who uses the State Welfare Right through identity card, the BEM reserves the rights to charge fee in Cash only.

7. The passenger who has lost the Card or the Token during the journey shall pay surcharge to the BEM at the rate and procedures as prescribed by the BEM before exiting the paid area.

8. The entry into or exit from the paid area

8.1. The entry into or exit from the paid area for the Token/MRT Card/ MRT Plus Card will be recorded in Ticket whereas EMV Contactless Card/ MRT EMV Card recorded on central system, which will be deemed as a correct and absolute evidence. The Ticket will be recorded the entry into and exit from the paid area for each journey. Each Token or each Card shall be used for one person travelling only. If any passenger is suspected to incorrectly use the Ticket, e.g. the passenger who is in the paid area without entry record or use the different cards to travel in one journey. In such event, the BEM reserves the right to charge surcharge at the rate and procedures as determined by the BEM.

8.2. If any passenger whose his/her behaviour of ticket usage, or anyone rather than the Registered Cardholder uses the Ticket, in violation of the laws or conditions which results in the fare is not being paid in the full price, the BEM reserves the rights to confiscate Ticket without refunding any remaining trip stored on the ticket, and to charge fees at the rates and procedures as prescribed by the BEM.

8.3. If any passenger does not use the Ticket in travelling which caused the fare not being paid, the BEM reserves the rights to charge fees at the rates and procedures as prescribed by the BEM.

8.4. If the stored value in the token exceeds the fare that the passenger is actually used in the journey, the BEM reserves the right to not return the remaining amount.

8.5. The staff and/or the officer of the BEM and/or the MRTA reserve the rights to confiscate the card for card/card data inspection if any passenger is suspected on his/her behaviour of card usage and/or the passenger is suspected on his/her usage of lost or stolen card.

9. Replacement and Refunding of Tickets

9.1 The unused Token with good condition (not chipped/chapped/broken/cracked; not issued by State Welfare Right through identity card), whether it has been tapped at the automatic entry gate or not, can be refunded in cash according to the stored value in the Token which will be deemed as correct and absolute evidence. In any case, if the Token is destroyed or damaged, the BEM reserves the right to charge surcharge at the rate and procedures as determined by the BEM.

9.2 The refund as prescribed in Clause 9.1 must be undertaken within the working hours of the ticket office as prescribed in the schedule at the end of this notification. The Token shall be returned to staff at the ticket office in accordance with the procedures and methods as determined by the BEM.

9.3 The refund of the Card in the MRT Blue Line system can be made for both the MRT Card and the MRT Plus Card, which the refundable condition is applied in its card type's business rules or the approval has been made later. The Card can be refunded at the ticket office of the MRT Blue Line station during the working hours or elsewhere as determined by the BEM. If the Card has been registered, the Registered Cardholder authentication needs to be undertaken before the refund of the Card according to the procedures as prescribed by the BEM.

9.4 The Card that is refundable is Adult Card, Child Card, Elder/Senior Card, Student Card, and other cards specified by the BEM.

9.5 The request for refunding the Card will be made at demand of the passenger (except where the non-refundable condition is applied). The BEM reserves the rights to charge any relevant fees pursuant to the Terms and Conditions for Issuing Tickets. The Deposit, together with the remaining travelling value, will be returned to the passenger (if any). The remaining travelling trips are non-refundable. The request for refunding the Ticket will be made pursuant to the conditions as prescribed by the BEM. The BEM may determine the conditions in relation to the refund of remaining value (including the Deposit) in cash at the station. If the Card has been registered, the bank account that is a refund channel shall have the same name as the registered name on Cardholder registration, unless in the event that the different bank account is indicated, or the Registered Cardholder who is Child and does not have his/her own bank account can use the bank account of his/her parent. For the cash reimbursement at the MRT station, the receiver shall have the same name as the registered name on Cardholder registration, unless in the event that the receiver's name is indicated on the power of attorney attached with copy of identification card of grantor and attorney. In the event that the different bank account is indicated, copy of bank account and copy of identification card of Registered Cardholder and bank account's owner is needed as the evidence specified with the allowance for the BEM to transfer the remaining stored value from the Card of Registered Cardholder to the indicated bank account, and bank account's owner acknowledge the transfer.

In case the passenger pays for ticket issuance or adding value to the ticket by credit card; when the passenger would like to return the ticket, the BEM reserves the right to refund the card deposit (if any) along with the remaining travel value on the ticket to the credit

card payment bank according to the bank's regulations by returning via credit limit of the card or credit card account.

9.6 In the event that the Card is specified as refundable and contains physical damage, e.g., broken/bended, scratched, nicked, ripped, drilled, scratch written, and etc., the passenger may request for the refund of the Card if its remaining stored value can be verified. The remaining travelling value will be returned without the Deposit/the remaining travelling trip (if any) except for the case that the Card is obscured.

9.7 In the event that there are technical problems with the Card or the Card is not functional and such problem cannot be remedied at the ticket office, the passenger may request to refund the Card and then remaining travelling value and the Deposit/the remaining travelling trips (if any) will be returned unless in the event that the remaining stored value in the Card cannot be verified, the BEM reserves the rights to not return such remaining travelling value and the Deposit/the remaining travelling trips (if any) to the passenger.

9.8 The replacement or substitution of the Card in the MRT Blue Line System will be replaced only the MRT Card/MRT EMV Card at the ticket office during the working hours or at any other place as determined by the BEM. If the Card has been registered, the Registered Cardholder authentication needs to be undertaken before the substitution of the Card according to the procedures as prescribed by the BEM.

9.9 The Card that is requested to be replaced or substituted must be the Card that almost reaches its expiry date or the Card that has technical dysfunction which makes it unreadable and the serial number of such Card has not yet been destroyed. The BEM reserves the rights to charge any relevant fees pursuant to the Terms and Conditions for Issuing Tickets.

9.10 For the MRT / MRT Plus Card (except Co-Brand Card, and Park & Ride Card) that has been registered and then lost, the passenger can make a request to refund the remaining stored value on card by showing the identification evidence at the ticket office located in the MRT system or elsewhere as determined by the BEM according to the rates and procedures as prescribed by the BEM. The lost card will be blacklisted in the MRT System within 24 hours since the notification, and the remaining value (i.e., remaining travelling value and the remaining travelling trips (if any)) except the Deposit that stored after the Blacklist will be refunded. The BEM will not responsible for any damages or changes of stored value on card which occurred before the blacklist.

9.11 EMV Contactless Card cannot be refunded or replaced at Ticket Office in MRT system. The passenger can contact the card issuer (e.g., Bank or Financial institutions) for refunding or replacing.

9.12 MRT EMV Card cannot be refunded at Ticket Office in MRT system. The passenger can terminate cardholder account by himself/herself via mobile application Bangkok MRT 24 hours a day or contact the card issuer's Call Center.

10. The BEM does not give warranty to the correctness and completeness of the Tickets that are not issued by the BEM or by the authorized representative.

11. The passenger who used to receive special privileges as determined by the BEM but such privileges should have ceased to be effective on the relevant date; for examples, the passenger that used to be student but has graduated and etc. Such passenger would no longer be able to use such particular type of Card because it will be against the terms of use. In such event, the passenger will be entitled to return the Card at the ticket office.

12. The BEM reserves the rights to not allow the Card to be used for purposes other than paying the fare/the parking fees in the MRT Blue Line, the fare/the parking fees in the MRT Purple Line, and the fare/the parking fees in the other MRT Lines, as well as payment for goods and/or other services according to the qualifications of each card type as pursuant to the conditions on the Ticket issuance.

13. Any person who uses the Token or the Card (MRT Card/MRT Plus Card/MRT EMV Card or EMV Contactless Card) wrongfully or in violation of the conditions on the ticket issuance and causes damage to the BEM, the BEM reserves the rights to pursue legal proceedings and the BEM reserves the rights to suspend the use of the Token or the Card in MRT system along with collecting fees according to the rates and methods specified by the BEM. In the event that the BEM deems necessary to launch the investigation, the BEM reserves the rights to confiscate the Token/the Card until the investigation is complete.

14. The BEM reserves the rights to amend or change the conditions on the ticket issuance. The BEM will publicly announce such amendment and change in the next occasion.

15. The procedures and method for issuing the Tickets of this notification shall be in accordance with the BEM.

Announced on 2 th Apr 2024
Effective from 1th May 2024 onwards until further notice

# Schedule to Notification on the Terms and Conditions for Issuing Tickets

Schedule 1 Working hours

| Reference | Issues | Time (Monday – Friday) | Time (Saturday – Sunday and Public Holiday) |
|---|---|---|---|
| 4.1 (1) | Working hours of the station | 05.30 hr. to 24.00 hr. | 06.00 hr. to 24.00 hr. |
| | Opening hours of the ticket vending machine/ticket issuing machine | 05.30 hr. to 23.50 hr. | 06.00 hr. to 23.50 hr. |
| 4.1 (6) | Working hours of the MRT | 05.30 hr. to 24.00 hr. | 06.00 hr. to 24.00 hr. |
| 4.2.1 (1) | Working hours of the ticket office | 05.30 hr. to 24.00 hr. | 06.00 hr. to 24.00 hr. |
| 4.2.1 (3) | Opening hours of the activate value machine | 05.30 hr. to 23.50 hr. | 06.00 hr. to 23.50 hr. |
| 4.2.1 (5)/ 4.2.1 (13) | Working hours for credit card/debit card/prepaid card/QR Code payment | 05.30 hr. to 23.50 hr. | 06.00 hr. to 23.50 hr. |
| 4.2.1 (14) | Working hours for the parking | 05.00 hr. to 01.00 hr. (next day) | 05.00 hr. to 01.00 hr. (next day) |

Remark: Working hours may be adjusted suitably in some periods, of which the notices will be provided at stations.

Schedule 2 Smart Cards of the MRT Card / MRT Plus Card /MRT EMV Card

| Reference | Issues | Amount |
|---|---|---|
| 4.2.1 (2) | Initial value of the MRT Card/MRT Plus Card | |
| | 1. Adult Card, Student Card, Child Card, and Elder Card | |
| | 1.1 With Travelling Value | 180 Baht (with travelling value at 100 Baht, the Deposit at 50 Baht, and the issuance fee at 30 Baht) |
| | 1.2 With Trip Product(s) | The designated price of trip product(s) plus 80 Baht (the Deposit at 50 Baht, and the issuance fee at 30 Baht) |
| | 2. Business Traveller Card and Co-Brand Card | As determined by the BEM (No Deposit) |

| Reference | Issues | Amount |
|---|---|---|
| 4.2.3 (1)/ 4.2.3 (2) | Initial value of the MRT EMV Card | |
| | 1. Adult Card, Student Card, Child Card, and Elder Card | |
| | 1.1 Issuance at the ticket office with initial Top-up | 250 Baht (with initial top-up value 100 Baht and the issuance fee 150 Baht) |
| | 1.2 Issuance via mobile application Bangkok MRT with initial Top-up, including Delivery in Thailand | 250 Baht (with initial top-up value 100 Baht and the issuance fee 150 Baht) |
| | 1.3 Issuance with Trip Product(s) | Not Available |
| | 2. Business Card and Co-Brand Card | As determined by the BEM |
| 4.2.1 (5) | Maximum value of the MRT Card/MRT Plus Card | |
| | 1. Adult Card, Student Card, Child Card, and Elder Card | Not exceed 2,000 Baht |
| | 2. Business Traveller Card and Co-Brand Card | Not exceed 10,000 Baht |
| 4.2.3 (4) | Maximum value of the MRT EMV Card | Not exceed 500,000 Baht |
| 4.2.1 (5)/ 4.2.1 (13) | For the MRT Card/MRT Plus Card, minimum value that can be paid by credit card/debit card/prepaid card (unlimited number of Card issuance or top-up) | 300 Baht |
| 4.2.3 (4)/ 4.2.3 (5) | For the MRT EMV Card, minimum value per transaction that can be paid by cash and/or QR Prompt pay at stations | 100 Baht |
| | For the MRT EMV Card, maximum value per transaction that can be paid by cash and/or QR Prompt pay at stations | Not exceed 1,500 Baht |
| | Maximum top-up of value onto MRT EMV Card at stations | Not exceed 50,000 Baht per month |
| | Minimum top-up of value per transaction onto MRT EMV Card via online channels that can be paid by QR Prompt Pay | 1 Baht |
| | Maximum top-up of value onto MRT EMV Card via online channels | Not exceed 500,000 Baht per transaction and per month |

| Reference | Issues | Amount |
|---|---|---|
| 9.3/9.4/9.5<br><br>9.9/9.10 | For MRT Card/MRT Plus Card, the refund of remaining value on the Card (including Deposit) | |
| | 1. Adult Card, Student Card, Child Card, and Elder Card | If the remaining value is less than 300 Baht, the refund must be paid in cash at the station.<br><br>If the remaining value exceeds or equal to 300 Baht, the refund can be made via transferring to the domestic bank account of the passenger within 14 days.<br><br>In case the passenger pays for ticket issuance or adding value to the ticket by credit card; when the passenger would like to return the ticket, the BEM reserves the right to refund the card deposit (if any) along with the remaining travel value on the ticket to the credit card payment bank according to the bank's regulations by returning via credit limit of the card or credit card account. |
| | 2. Business Traveller Card | Non-refundable at any events (except the condition that the card has technical problem, unreadable card (but no physical damage or broken) or registered Business Traveller Card is lost ) |
| | 3. Co-Brand Card | Non-refundable at the station (contact any partner that issued the card) |
| | 4. Park & Ride Card | Non-refundable at the station (contact any parking building/area that issued the card) |

| Reference | Issues | Amount |
|---|---|---|
| 4.2.3 (31) | For the MRT EMV Card, the refund of remaining value on the card | Non-refundable at the station [Self terminate the card service via mobile application and/or contact the BEM's information center (for the registered person as the cardholder only), whereby the card must not have outstanding debt balance, the remaining balance will be transferred to the cardholder's bank account within 14 days] |

Schedule 3 Terms of use of the Token, the Card (MRT Card/MRT Plus Card), and the Pass

| Reference | Matters | Time |
|---|---|---|
| 4.1 (6) | Validity Period of the Token | Within the issue date |
| 4.2.1 (11) | First date of use of the Pass from the top-up date | Within 45 days |
| 4.2.1 (12) | Validity Period of the Pass | According to the type of Trip Pass |
| 4.2.1 (22) | Expiry date of the non-used card for the MRT Card/MRT Plus Card | Exceeds 2 years since the last card usage |
| 4.2.1 (23) | Card Expiration date for the MRT Card/MRT Plus Card | 10 years |
| 4.2.3 (29) | Card Expiration date for the MRT EMV Card | 5 years from the production date |

Schedule 4 Permitted period for staying in the paid area and the fees for staying beyond such permitted period

| Reference | Distance from the departure station and the arrival station | Total period spent in the paid area must not exceeds | Surcharges [1)/2)] |
|---|---|---|---|
| 6 | Within the same station or all stations | 180 minutes | The maximum integrated fare rate applicable by the BEM at that time. |

Remark: 1) The maximum integrated fare means the full fare for cross line transit between Blue line and Purple line

2) The BEM reserves the rights to charge any surcharges as considered.

Schedule 5 Fees and Surcharges

| References | Events | Surcharges [1)/2) /3)/ 4)/5)] |
|---|---|---|
| 4.1 (9)/ 4.2.1 (21)/ 4.2.2 (18)/ 4.2.3 (25) | Token/MRT Card/MRT Plus Card/EMV Contactless Card / MRT EMV Card is damaged or broken in the paid area | The maximum integrated fare applicable by the BEM at that time |
| 4.2.1 (2) | The issuance of MRT Card/MRT Plus Card; including Adult Card, Student Card, Child Card, and Elder Card | 30 Baht |
| 4.2.3 (2) | The issuance of MRT EMV Card; including Adult Card, Student Card, Child Card, and Elder Card | 150 Baht |
| 4.2.1 (21)/ 9.6 | The Card (MRT Card/MRT Plus Card) is damaged or broken (broken/bended, scratched, nicked, ripped, drilled, scratch written, and etc.) | 50 Baht |
| 4.2.3 (28) | The Card (MRT EMV Card) is damaged or broken (broken/bended, scratched, nicked, ripped, drilled, scratch written, and etc.) | 150 Baht |
| 4.2.2 (18) | The Card (EMV Contactless Card) is damaged or broken | Contact the card issuer |
| 4.2.3 (27) | The Card (MRT EMV Card) is damaged or broken | Contact the BEM's information center or Ticket Office or Mobile application Bangkok MRT or other channels according to the BEM and/or the MRTA defined |
| 9.10 | The value examination on Card lost (for Registered Card (MRT Card/MRT Plus Card)) | 100 Baht |

| References | Events | Surcharges [1)/2) /3)/ 4)/5)] |
|---|---|---|
| 4.2.2 (18)<br><br>4.2.3.(25) | The Token or the Card (MRT Card/MRT Plus Card/EMV Contactless Card/MRT EMV Card) was lost in the paid area | The maximum integrated fare applicable by the BEM at that time |
| 4.2.1 (23)/ 9.5 | The Card (MRT Card/MRT Plus Card[5)]) that exceeds 2 years non-use period (The card is not used for two years since the last card usage. The remainder of a year shall be considered as one year) whether there is a request for refunding the card or not. | 50 Baht per year beginning from 2 years after the last card usage, and not exceeds the remaining value including the deposit in the card<br><br>(In case there is a request of refunding, if the remaining value can be verified, the procedures of refunding the card value will be applied) |
| 8.1 | Use the Card (MRT Card/MRT Plus Card) to travel in the system not in accordance with the step of use (no entry record but the passenger is in the paid area) or travel in the system by tapping the different cards to entry and exit the system | The maximum integrated fare applicable by the BEM at that time |
| 4.2.2 (18)/<br><br>4.2.3 (25) | Use the Card (EMV Contactless Card/MRT EMV Card) to travel in the system not in accordance with the step of use (no entry record but the passenger is in the paid area) or travel in the system by tapping the different cards to entry and exit the system | Not exceed the maximum integrated fare applicable by the BEM at that time |
| 8.2/<br><br>4.2.2 (21)/ 4.2.3 (33) | Travelling or allowing anyone to use Ticket for travelling in the system by using the Ticket in violation of laws or conditions which results in the fare is not being paid in the full price | Not exceed 30 times of the maximum integrated fare applicable by the BEM at that time and the BEM reserves the rights to confiscate Ticket without refunding any remaining trip stored on the ticket (if any) and/or to suspend the use of the ticket in MRT system |
| 8.3/<br><br>4.2.2 (20)/ 4.2.3 (32) | Travelling in the system by not using Ticket which results in the fare was not paid at all | Not exceed 30 times of the maximum integrated fare applicable by the BEM at that time |

| References | Events | Surcharges [1)/2) /3)/ 4)/5)] |
|---|---|---|
| 4.2.3 (4) | Top-up of value on MRT EMV Card by various methods | Free of charged for payment by Cash or QR Prompt Pay<br><br>Fee according to Payment Service Provider for other payment methods |
| 4.2.3 (34) | Maintain MRT EMV Card account in case of no transactions movement for a consecutive period of 6 months | 20 Baht per month beginning from 6 months after the last card usage or the last transaction, and not exceeds the remaining value |
| 4.2.3 (35) | Fund transfer from MRT EMV Card to cardholder's bank account (under his/her own name and surname only) | 15 Baht per transaction |
| 4.2.3 (31) | Terminate MRT EMV Card | Only fund transfer fee (15 Baht per transaction), if there is remaining balance on MRT EMV Card |

Remark: 1) The maximum integrated fare means the full fare for cross line transit between Blue line and Purple line

2) The BEM reserves the rights to charge any surcharges as considered.

3) The card usage means the transaction made on card including the card issuance, the purse value/trip pass top-up, the entry and/or exit with the card, the card replacement, the card adjustment.

4) In case the card (MRT Card/MRT Plus Card) is damaged or broken or lost, the surcharge shall be applied by collecting from the card deposit first, and then if the card deposit is insufficient, further from the remaining travelling value in card and/or the money from the passenger.

5) The surcharge shall be exempted for staff card type of MRT Plus Card.

Schedule 6 Services for MRT Card / MRT Plus Card / MRT EMV Card

| References | Services | MRT Card | MRT Plus Card | MRT EMV Card |
|---|---|---|---|---|
| 4.2.1 (1)/ 4.2.3 (1) | Card issuance | ✓ | × | ✓ |
| 4.2.1 (3)/ 4.2.1 (5)<br>4.2.3 (4) | Purse Value top-up | ✓ | ✓ | ✓ |
| 4.2.1 (7) | Trip top-up for Multiline Pass | ✓ | ✓ | × |
| 4.2.1 (7) | Trip top-up for Blue Line Pass | ✓ | ✓ | × |
| 4.2.1 (7) | Trip top-up for Purple Line Pass | × | × | × |
| 9.3/9.10 | Card Refund | ✓ | ✓ | × |
| 9.6 | Card Analysis | ✓ | ✓ | × |
| 9.8 | Card Replacement | ✓ | × | × |

Remark: ✓ = Service is available. × = Service is not available.

Schedule 7 EMV Contactless card/ MRT EMV Card Operation

| References | Cases | Operation |
|---|---|---|
| 4.2.2 (17)/<br><br>4.2.3 (24) | Fare Calculation<br>1. EMV Contactless Card<br><br>2. MRT EMV Card | Using the Adult Fare rate by the BEM and/or the MRTA announced at that time<br><br>Using the fare rate based on the card type according to the BEM and/or the MRTA announced at that time |
| 4.2.2 (3)/ 4.2.3 (16) - (19) | Complete Journey [1)] | Using the distance based fare rate by the BEM and/or the MRTA announced at that time |
| 4.2.2 (3)/<br>4.2.3(20) | Normal Transaction History Checking | Trip history can be checked after the journey end. |
| 4.2.2 (3)/<br>4.2.3 (20)/<br>4.2.3 (21) | Unusual Transaction History Checking | Trip history can be checked on the 4th day after the journey end. |
| 4.2.2 (3)/<br>4.2.3 (20)/<br>4.2.3 (21) | Transaction History Checking/ Fare Collection History | - Unregistered passenger can check trip history back to 7 days counting from the checking date<br><br>- Registered passenger can check trip history back to 60 days counting from the checking date |
| 4.2.2 (18)/<br>4.2.3 (25) | Disputation for Unusual Transaction | Allowance period of dispute within 60 days of the journey. |
| 4.2.2 (18)/<br>4.2.3 (25) | The result consideration or refunding depends on card type | Refunding depends on card type within 14 days counting from the disputation date |
| 4.2.2 (19)/<br>4.2.3 (26) | Card Cancellation due to card blacklisted | Waiting period is approximately 6 hours after the card presented at the Automatic Gate |
| 4.2.2 (3)/<br>4.2.3 (20),(25) | Channel for Registration / Checking / Disputation [2)] | Via website www.mangmoomemv.com<br><br>Or website https://metro.bemplc.co.th/emv-contactless<br><br>Or other channels according to the BEM and/or the MRTA |

Remark: [1)] The journey that has both entry and exit information at automatic gate.

[2)] The Channel for registration / checking / disputation means the Channel of the user account registration / the Channel of transaction history checking/fare collection history/card cancellation status and the Channel of disputation and checking its result consideration/status of refunding.

# Attachment on Responsibility of the Registered Cardholder

## (for MRT Card/ MRT Plus Card/ MRT EMV Card)

1. The Registered Cardholder shall strictly comply with all the rules, conditions, policies, instructions, notices, and guidelines regarding to the use of MRT Card and/or MRT Plus Card as announced or to be announced by the BEM and/or the MRTA.

2. The Registered Cardholder shall not use or allow anyone to use MRT Card and/or MRT Plus Card for any illegal purposes or in violation of the laws or ticketing conditions.

3. The Registered Cardholder agrees and consents that the BEM and/or the MRTA deduct the stored value on MRT Card and/or MRT Plus Card to pay for fare and/or fees on the card usage in violation of the conditions or wrongfully card usage along with any relevant fees incurred from the card usage.

4. The Registered Cardholder shall not conduct, or shall not consent or allow anyone to copy, duplicate, modify, alter, change or affix the MRT Card and/or the MRT Plus Card on the physique of the Card along with firmware, software, program and data recorded in electronic chip. The action occurred will be considered as civil and criminal offence, the BEM and/or the MRTA shall not acknowledge any transactions, or not make the refund of stored value on the card or deposit (if applicable). In additions, the BEM and/or the MRTA reserve the rights to claim costs, expenses, losses and damages incurred.

5. The Registered Cardholder shall take proper care of the MRT Card and/or MRT Plus Card to avoid damage and not to deface, damage and/or destroy the card, including but not limited to the scratched, nicked, ripped, broken, cut, bended, drilled or punctured.

6. The Registered Cardholder shall not conduct, or shall not allow anyone to delete, affix, print, attach, place and/or alter the Engrave ID as well as any words, notices, trademarks, trade names, objects, artwork, design and/or any other material on the MRT Card and/or MRT Plus Card.