

Frequently Asked Questions (FAQ)

Sales and Service Tax (SST) on Auto Reload Fee for ZING Card

1. What is changing?

Effective 1 March 2026, the Auto Reload Fee for ZING Card will be subject to the Sales and Service Tax (SST) at 8%.

2. Why is SST being charged?

This change is in line with the Government's expansion of Sales and Service Tax to include financial services, effective 1 July 2025.

3. Is SST charged on my reload amount?

No. SST is only charged on the Auto Reload Fee, not on the reload amount.

4. How is the SST calculated?

SST is calculated at 8% on the Auto Reload Fee.

Example:

If your Auto Reload amount is **RM100**:

- Auto Reload Fee: **RM2.00**
- SST (8% on RM2.00): **RM0.16**
- Total Auto Reload Fee (inclusive of SST): **RM2.16**

Total amount charged:

RM100 + RM2.16 = **RM102.16**

5. Will this affect my Auto Reload feature?

No. The Auto Reload feature will continue to function as usual.

6. How will this appear in my transaction record?

The Auto Reload Fee and SST will be reflected together in your transaction record.

7. Are there any other changes to fees or charges?

No. All other fees and charges remain unchanged unless stated otherwise.

8. Where can I get more information?

For assistance with Touch 'n Go matters, please call the TNGSB Careline at 03-2714 8888.

For credit card enquiries, you may visit AEON Credit's website or email

customer.service@aeoncredit.com.my.