

## **TERMS AND CONDITIONS**

### **Online Payment Portal**

### **Railway Assets Corporation**

#### **1. Introduction**

1.1 These Terms and Conditions govern the use of the Online Payment Portal ("Portal") provided by Railway Assets Corporation ("RAC") for the payment of fees, charges, rentals, deposits, penalties, and other payments payable to RAC.

1.2 By accessing or using the Portal, the user ("User") agrees to be bound by these Terms and Conditions.

1.3 RAC reserves the right to amend or update these Terms and Conditions at any time without prior notice.

#### **2. Scope of Online Payments**

2.1 The Portal allows Users to make payments to RAC for purposes including but not limited to:

- Processing fees
- Application fees
- Rental payments
- Lease payments
- Deposits
- Utility charges
- Penalties or late payment charges
- Other charges imposed by RAC

2.2 RAC reserves the right to add, modify, suspend, or remove payment categories at its sole discretion.

#### **3. Payment Methods**

3.1 Payments may be made through payment channels made available on the Portal, including but not limited to:

- Online banking (FPX)
- Debit card
- Credit card
- Digital wallet
- Other electronic payment channels approved by RAC

3.2 The availability of payment channels may vary depending on the payment gateway provider.

3.3 Users are responsible for ensuring that sufficient funds or credit facilities are available before initiating any payment.

#### **4. Payment Confirmation**

4.1 A payment transaction is deemed successful only when confirmation is received from the payment gateway provider.

4.2 RAC shall issue an electronic payment acknowledgement or receipt through the Portal or via email where applicable.

4.3 Users are responsible for ensuring that the transaction reference number and payment details are recorded for future reference.

#### **5. Transaction Accuracy**

5.1 Users must ensure that all payment information entered on the Portal is accurate, including:

- Account reference numbers
- Invoice numbers
- Application numbers
- Payment amounts

5.2 RAC shall not be responsible for any incorrect payments resulting from inaccurate information provided by the User.

#### **6. Non-Refundable Payments**

6.1 Unless otherwise stated by RAC, all payments made through the Portal are **non-refundable**.

6.2 Any refund request shall be subject to RAC's internal policies and approval procedures.

6.3 Where refunds are approved, RAC reserves the right to deduct applicable administrative or processing fees.

#### **7. Service Availability**

7.1 RAC shall make reasonable efforts to ensure that the Portal is available at all times.

7.2 However, RAC shall not be liable for any interruption, delay, or failure of the Portal due to:

- System maintenance
- Network failures
- Payment gateway downtime
- Technical issues beyond RAC's control

#### **8. Security**

8.1 RAC shall implement reasonable security measures to protect payment transactions.

8.2 Users are responsible for safeguarding their own login credentials, passwords, and devices.

8.3 RAC shall not be liable for unauthorized transactions resulting from:

- User negligence
- Phishing or fraud
- Compromised devices

### **9. Third-Party Payment Gateway**

9.1 Online payments are processed through third-party payment gateway providers.

9.2 RAC shall not be responsible for:

- Payment processing delays
- Payment gateway service interruptions
- Banking system failures

9.3 Users may also be subject to additional terms and conditions imposed by the payment gateway provider or financial institution.

### **10. Limitation of Liability**

10.1 RAC shall not be liable for any loss or damage arising from:

- Failed or incomplete transactions
- Incorrect payment details provided by the User
- System errors beyond RAC's control

10.2 RAC's liability, if any, shall be limited to the amount of the transaction in question.

### **11. Record of Payment**

11.1 RAC reserves the right to maintain records of all transactions conducted through the Portal.

11.2 Users are advised to retain payment receipts for their records.

### **12. Compliance with Laws**

12.1 Users agree to comply with all applicable laws and regulations when using the Portal.

12.2 RAC reserves the right to suspend or reject transactions that appear suspicious or unlawful.

### **13. Privacy**

13.1 RAC shall collect and process personal information in accordance with applicable privacy and data protection laws.

13.2 User information may be shared with payment gateway providers and financial institutions for the purpose of processing transactions.

#### **14. Governing Law**

14.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia.

14.2 Any disputes arising from the use of the Portal shall be subject to the exclusive jurisdiction of the courts of Malaysia.

#### **15. Contact Information**

For any enquiries regarding online payments, users may contact:

##### **Railway Assets Corporation**

Customer Service / Finance Department

[Official Address]

[Official Email]

[Official Phone Number]