

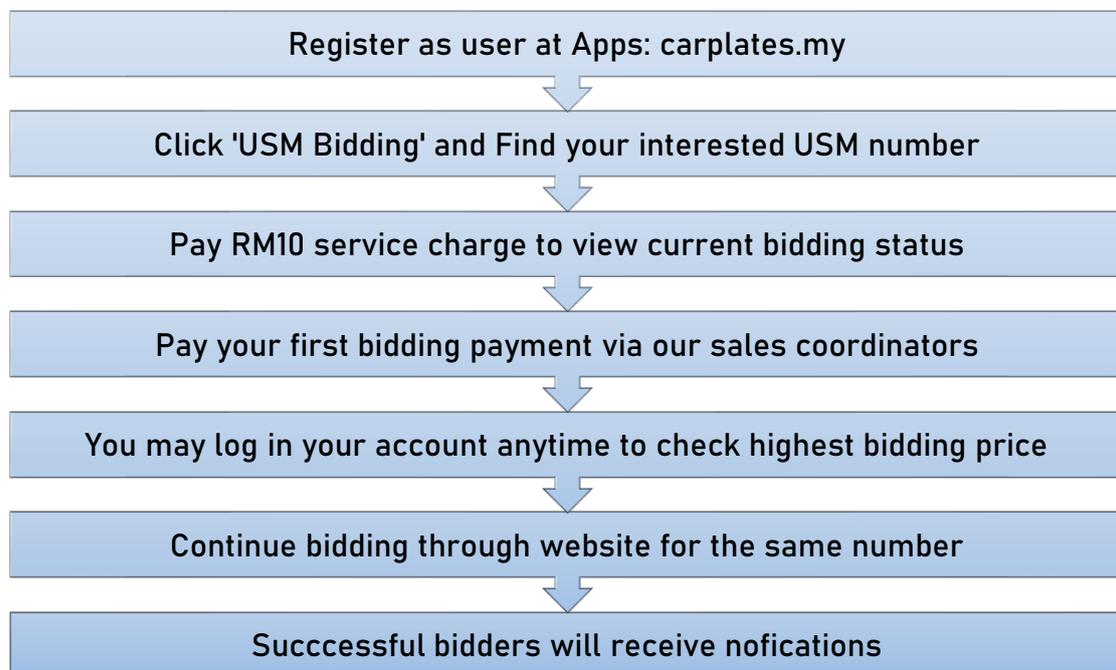
Frequently asked questions

1. Who is eligible to purchase USM series number?

- i) Individuals: Malaysian Citizens and Permanent Residents (PTM) aged 18 years and above.
- ii) Business/Company: Registered Business/Company.
- iii) Non-citizens: The latest passport serial number must be updated by the passport owner if the expiration date of the previous passport has expired at any State office and JPJ branch.

2. How do I get USM series number?

Applicants need to register at carplates.my Apps and get USM series numbers through bidding system.



3. What are the fees and charges charged for bidding transactions?

RM 10.00 will be charged as a service charge for each registration number bid. Fees charged will not be refunded.

4. Will the payment amount be charged during bidding?

Bidders must pay the first-time bidding price for each vehicle number bid for the first time. No need second payment for second bidding of same number. Only successful bidders need to pay the balance after the result announced.

5. What is the payment method allowed?

Service Charge: Credit/Debit Card/Financial Process Exchange (FPX)
Bidding: Instant Transfer via Online Banking (OCBC BANK: CARPLATES SDN BHD)

6. How is bid pricing calculated?

Each vehicle number has a minimum price and each bidding requires a minimum bid price according to the minimum price.

The minimum bid will increase 10% from the minimum price amount with no limit for maximum increase.

7. When will the bid result be announced?

All USM series numbers will open for bidding on **17/6/2022 (Friday)**.

The closing bidding date according to the table below:

Plate Number	Closing Bidding Date
USM 1 – USM 99	20/6/2022 12pm
USM 100 – USM 1999	21/6/2022 12pm
USM 2000 – USM 2999	22/6/2022 12pm
USM 3000 – USM 3999	23/6/2022 12pm
USM 4000 – USM 4999	24/6/2022 12pm
USM 5000 – USM 5999	25/6/2022 12pm
USM 6000 – USM 6999	26/6/2022 12pm
USM 7000 – USM 7999	27/6/2022 12pm
USM 8000 – USM 8999	28/6/2022 12pm
USM 9000 – USM 9999	29/6/2022 12pm

8. When will get refund if unsuccessful bids?

For UNSUCCESSFUL bids, refunds will be made within 7 working days after the official bid results announcement.

9. Can bidder cancel the successful bidding and get refund?

Successful bidders CANNOT cancel the bid won and money will not refund to the successful bidder.

10. How to find out if the bidder has won/failed bid?

Bidding results can be viewed via carplates.my Apps. Successful bidders will receive our notification by WhatsApp within 5 workings days after bids closed. Balance payment must be paid within 3 days or will considered as cancellation.

11. What is the deadline for registering USM series number?

The deadline for registering a USM series number is 6 months from the date of the Offer Letter, or before 31st January 2025, depending on which is earlier.

12. Where can the USM series number be registered?

USM series number can be registered only at Jabatan Pengangkutan Jalan Wangsa Maju, Wilayah Persekutuan, Kuala Lumpur & Jabatan Pengangkutan Jalan Negeri Pulau Pinang.

13. When USM series number can be registered?

Successful bidders will receive the official letter before 1st September 2022 after full payment made. USM series number can only be register after successful bidder received the letter.