



All about K-Pass

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Dept. in Charge: **Metropolitan Transport Economy Division, MOLIT**

Contact: Annie KIM / Global Media Communicator, MOLIT / audiis2@korea.kr / +82 44 201 3056

Major inquiries will be continuously updated on the K-Pass App and website, along with the operation of K-Pass promotional booths from 22 May to reinforce offline guidance.

The Ministry of Land, Infrastructure and Transport (MOLIT, Minister PARK Sang-woo) and the Metropolitan Transport Commission (MTC, Chairperson KANG Hee-eop) have summarized the most frequently asked questions (FAQ) collected from the users since the launch of the K-Pass to provide the relevant information on the K-Pass App and website (korea-pass.kr).

K-Pass has been gaining a huge popularity from the public since its launch on 1 May with more than 1.2 million registered members (850,000 members switching from the MTC Card along with 350,000 new subscribers).

Since the initiative of the service, approximately 28,930 inquiries have been received (1 May ~ 17 May) through the K-Pass App and website. The main inquiries are ① Content of the service (33.5%), ② Methods and procedures of its usage (21.4%), etc.

In regard to providing services, the inquiries were mostly about what type of service the K-Pass is and what requirements needed for receiving the refunds, while there were the other related questions largely about where to obtain the card and how to sign up for the membership.



The MTC included the relevant information in the FAQ section of the K-Pass App and website so that users can easily resolve their issues, as the information will be regularly updated to make it easier for users to utilize the K-Pass.

On the other hand, the MTC together with the Korea Transportation Safety Authority, the K-Pass entrusted operation agency, will be running K-Pass promotional booths at Seoul Station for three days from 22 May to 24 May days (between 9:30 a.m. and 17:30 p.m.) to provide offline guidance as well.

The promotional booths will be composed of three ‘Worry-Pass Gates’ based on the K-Pass slogan of ‘No worries about transportation costs with K-Pass!’ and the concept of the ‘Gate’ people pass through when using transportation facilities.

In particular, the overall idea of these K-Pass promotional booths is the outcome actively driven from the young generation who are the main users of the K-Pass.

The 2030 Advisory Group of the MOLIT, headed by the Youth Aide, came up with the ideas and actively participated in everything from planning the promotional booths to operating them.

MOLIT plans to communicate directly with the users and visitors at the promotional booths to reflect all the ideas in the related policies.

Chairperson of the MTC KANG Hee-eop, MOLIT, stated, “The K-Pass has been becoming one of the most representative public transportation policies in Korea, with 1.2 million users accomplished in less than a month.”, adding, “In order to repay the public’s positive attention on it, we will strive to quickly respond to users’ inquiries so that they can keep using the K-Pass more conveniently”.