



Maldives Transport simplifies customer experience by partnering with Mastercard Gateway

Transit Case Study

Engagement & Analysis Timing: Feb - August 2023



Maldives Transport and Contracting Company (MTCC) introduce contactless open-loop payments on buses and ferries via Mastercard Gateway.

Context and Challenge

- Being the longest serving public company in the Maldives, MTCC remains at the forefront of the development of high-quality and hassle-free infrastructure and transport services in the country.
- Providing local community with simple and convenient ways to pay for their travel was key.
- Additionally, as Maldives is a very popular tourist destination globally, the company was looking to launch a transit payment and digital ticketing system which would significantly improve the commuting experience by enhancing convenience and saving time.



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Approach

- Mastercard is working with transit operators and governments throughout the Asia Pacific region and around the world to simplify commuters' journeys on public transport. This is especially helpful for overseas arrivals to a country, such as the Maldives, as it allows travellers to immediately get around easily using their existing credit or debit cards, without having to exchange currency or look for an ATM machine.
- As open loop (credit and debit card payments) becomes the most widely adopted payment method across smart cities worldwide, Mastercard Gateway was committed to provide its expertise and the most suitable technology.



Solution

- In September 2021 Mastercard has partnered with Maldives Transport & Contracting Company (MTCC) and Bank of Maldives (BML) to roll out the first multi-model*, open loop transit payment and digital ticketing system in South Asia; launching QR payments in September 2022 followed by contactless transactions in January 2023.
- The new multi-model technology enables commuters to simply tap their contactless credit and debit cards on a ticketing device (provided by a third party) inside the bus or at a ferry terminal to pay for their journey, or pre-purchase tickets online via the Raajje Transport Link (RTL) mobile app.
- Alternatively, commuters who do not have a credit or debit card will be able to apply for an RTL-mastercard co-branded prepaid card (Q4 2023).



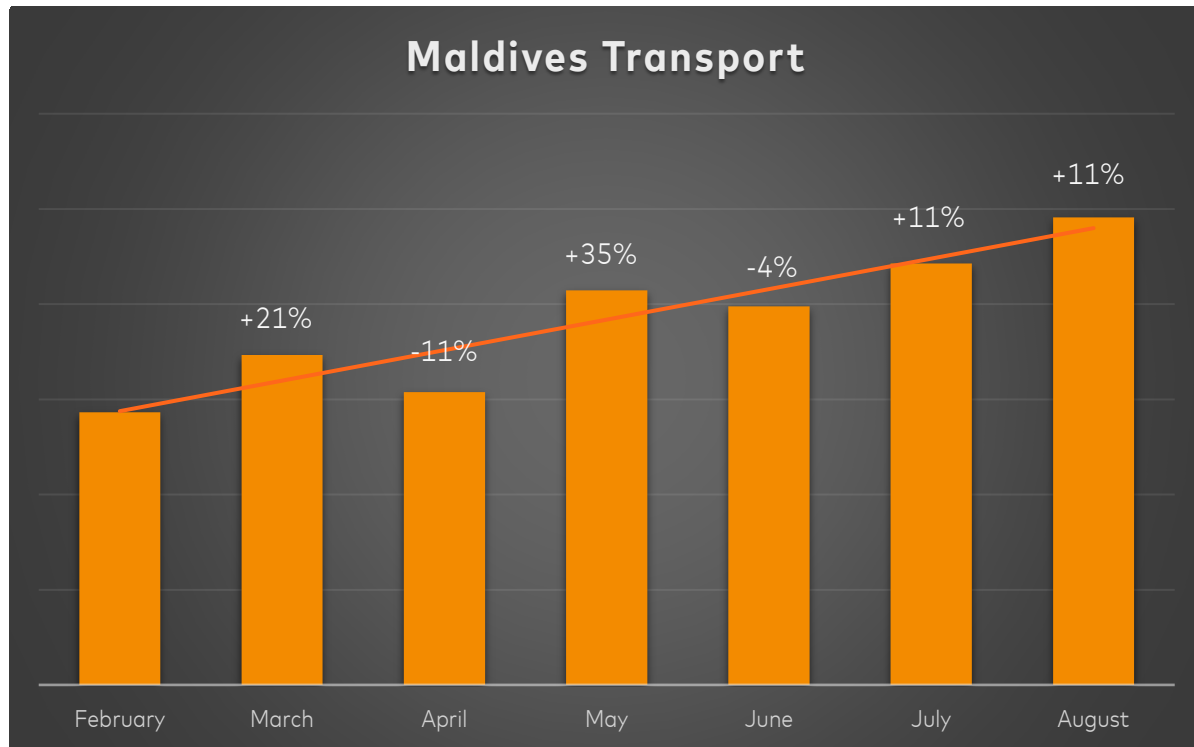
Results

Our payment technology helped drive digital transformation in the region by enabling contactless and online transport payments as an alternative to cash.

...so local commuters and tourists can enjoy the Maldives sun without worrying about finding an ATM.

Since the launch of open loop payments in February 2023 the number of digital transactions increased by

72%



Next Steps

For more information,
please contact your
account representative.

