

Complaint Policy for Sungai Wang Services Sdn Bhd

1. Purpose

At Sungai Wang Services Sdn Bhd, we are committed to delivering high-quality services. This complaint policy is designed to ensure that customer concerns are addressed quickly and transparently.

2. Filing a Complaint

Customers can file complaints about our money remittance and e-wallet services through the following channels:

Email: complaints@sungaiwangservices.com

In writing: Send a letter to our registered office at B-08-09, Kompleks Atria Damansara, Jalan SS22/23 Damansara Jaya, 47400 Petaling Jaya, Selangor, Malaysia.

3. Complaint Details

To facilitate resolution, customers should provide the following details when submitting a complaint:

- a) Full name and contact information
- b) Transaction reference number (if applicable)
- c) Detailed description of the issue
- d) Any supporting documentation (e.g., screenshots, receipts)

4. Response Timeline

We will acknowledge the receipt of a complaint within the same business day.

An investigation into the complaint will be conducted, and we will provide a resolution within 14 business days.

If further investigation is required, the customer will be informed of the extended timeline, which will not exceed 30 business days.

5. Investigation Process

Complaints will be thoroughly reviewed by our compliance and customer support teams. Additional information may be requested to aid the investigation. After the investigation, customers will receive a written response outlining the outcome and any next steps.

6. Escalation

If a customer is dissatisfied with the resolution, they may escalate the complaint to external authorities such as:

- a) Bank Negara Malaysia
- b) Ombudsman for Financial Services (OFS) Malaysia

SUNGAI WANG SERVICES SDN. BHD.
201801022690 (1284709-H)

7. Contact Information

For any inquiries or to escalate a complaint, please reach out to us at:

Email: complaints@sungaiwangservices.com