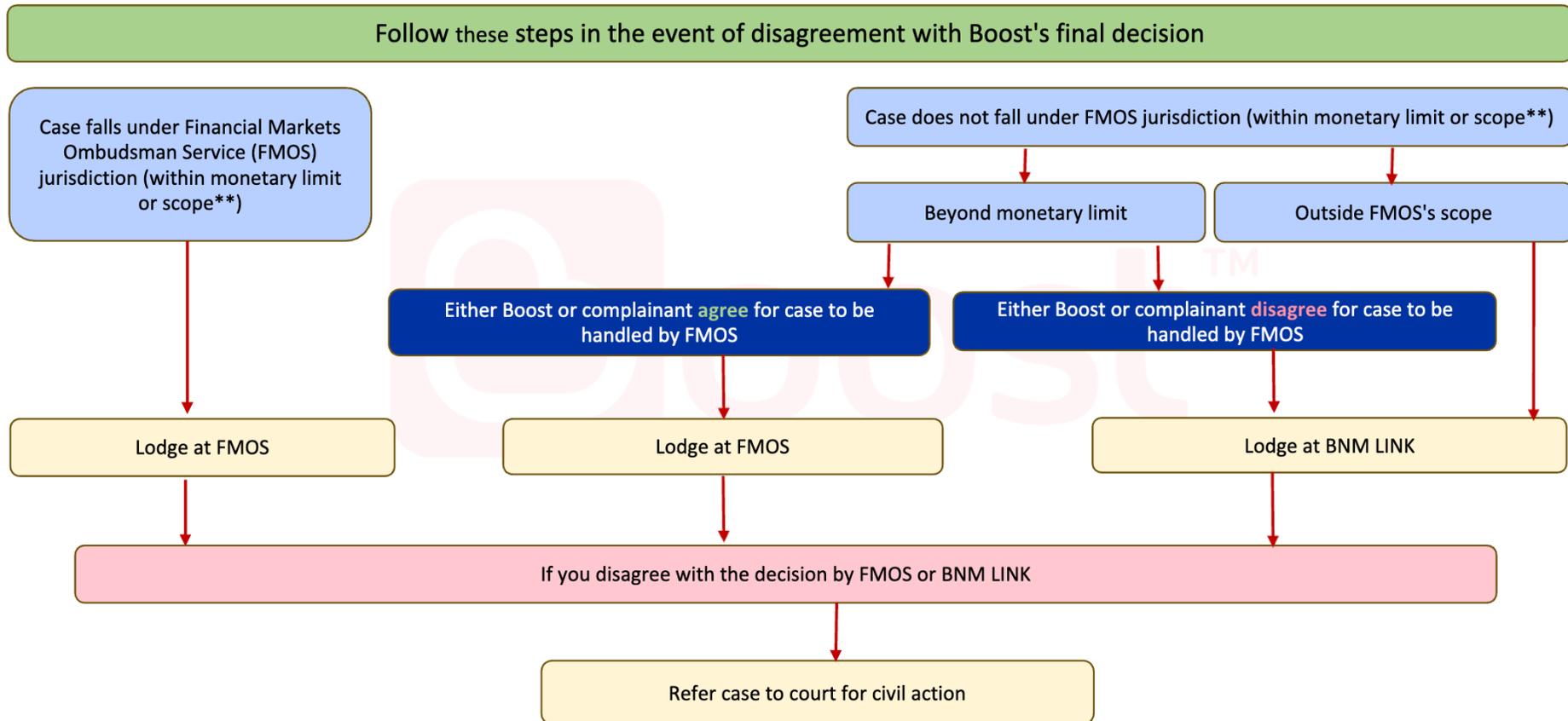


**Are you dissatisfied with any of our  
product or services?**

## STAGE 1: LODGE A COMPLAINT

Contact us via one of these channels	Share your info with us	Turnaround Time (TAT)
		
<p><b>📱 Boost Biz App:</b> Go to 'Profile' tab &gt; Tap 'About Boost Biz' &gt; Sent email to designated email: <a href="mailto:business@myboost.com.my">business@myboost.com.my</a></p> <p><b>✉ E-mail:</b> <a href="mailto:business@myboost.com.my">business@myboost.com.my</a></p> <p><b>👥 Social Media:</b> Facebook <a href="#">@BoostforBiz</a> Instagram <a href="#">@myboostapp</a></p> <p><b>Operation hours:</b> 9.00AM-6.00PM, Monday to Friday</p>	<ol style="list-style-type: none"> <li>1. I/C Number or Business Registration Number</li> <li>2. Merchant ID (if any)</li> <li>3. Registered Mobile Number</li> <li>4. Registered Email Address</li> <li>5. Details of the Issue or Request</li> </ol> <p><i>*You will receive acknowledgement from us within one (1) working day</i></p>	<p><b>First Response Time:</b> We will reply to your inquiry within 1 working day.</p> <p><b>Simple Cases TAT:</b> Please allow up to five 5 working days to receive a response from the Boost Business Support Team.</p> <p><b>Complex Cases TAT:</b> Please allow up to 20 working days to receive a response from the Boost Support Team.</p>

## STAGE 2: REDRESS



\*\*For FMOS scope & monetary limit, please visit <https://www.fmos.org.my/en/our-scope/>

## Additional avenues of resolving disputes

If you are not satisfied with the outcome of your service or complaint, you may refer the matter to either of the following bodies who will help to settle any disputes:

### **BNMLINK**

A complaint resolution arm of Bank Negara Malaysia  
4th Floor, Podium Bangunan AICB, No. 10, Jalan Dato' Onn, 50480 Kuala Lumpur

Website:

<https://bnm.gov.my/BNMLINK>

### **Financial Markets Ombudsman Service (FMOS)**

Ombudsman Service (FMOS)  
(Formerly known as Ombudsman for Financial Services)  
Level 14, Main Block, Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur

Website:

<https://www.fmos.org.my>

### **Security Commission Malaysia (SC)**

No. 3, Persiaran Bukit Kiara, Bukit Kiara, 50490 Kuala Lumpur

Website:

<https://www.sc.com.my/>