



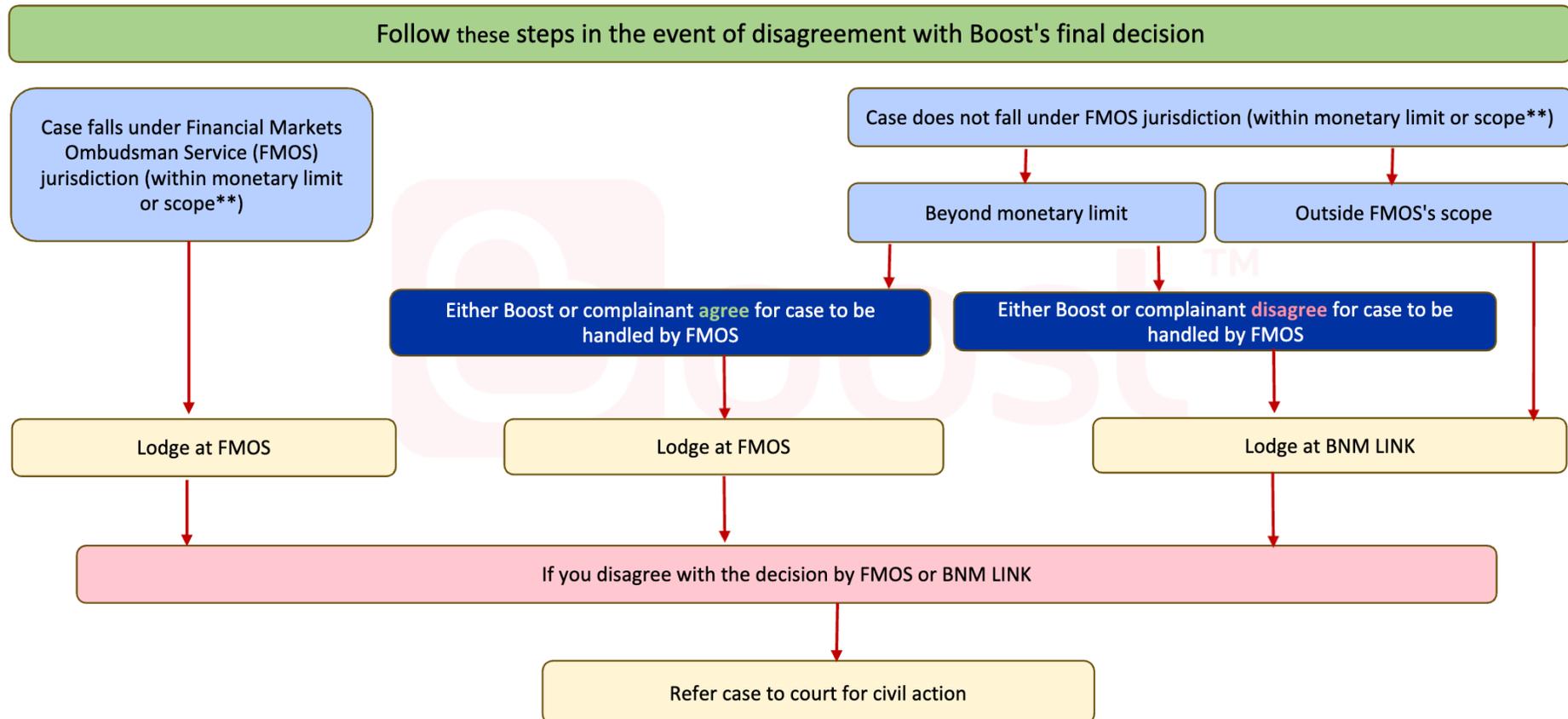
**Are you dissatisfied with any of our
product or services?**



STAGE 1: LODGE A COMPLAINT

Contact us via one of these channels	Share your info with us	Turnaround Time (TAT)
<p style="text-align: center;"></p> <p>Boost App: Profile > Help Center > Submit A Ticket</p> <p>E-mail: support@myboost.co</p> <p>Social Media: Facebook: @myboostapp Instagram: @myboostapp TikTok: @myboostapp</p> <p>Live Chat: Boost App > Profile > Help Center > Chat with Live Agent</p> <p>Web form: https://support.myboost.co/hc/en-us/requests/new</p> <p>Operation hours: 9.00AM-6.00PM, Monday to Friday</p>	<p>1. Mobile number (registered with Boost)</p> <p>2. Summary of the issue</p> <p>3. Supporting documents (e.g. Screenshots, receipts, etc.)</p> <p><i>*You will receive acknowledgement from us within one (1) working day</i></p>	<p>First Response Time: We will reply to your inquiry within 1 working day.</p> <p>Simple Cases TAT: Please allow up to 5 working days to receive a response from the Boost Support Team.</p> <p>Complex Cases TAT: 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/>