ANNOUNCEMENT

COMMENCEMENT OF CONSUMER EXPERIENCE SURVEY ON THE ACCOUNT REGISTRATION PROCESS OF THE CONSUMER REDRESS PORTAL (CRP)

CYBERJAYA, 8 September 2024 – The Malaysian Communications and Multimedia Commission (MCMC) is conducting a Consumer Satisfaction Survey on its complaint portal, known as the Consumer Redress Portal (CRP). The primary objectives of the survey are to assess consumer satisfaction with the user experience during the CRP account registration process and to gather feedback for necessary improvements to enhance the overall user experience of the CRP portal. A notification about this survey has been published on the MCMC website and across its social media channels.

In essence, the CRP serves as a platform for consumers to seek redress for complaints they believe have not been fairly resolved by service providers. The reinvestigation of these complaints seeks to achieve resolution at both the industry forum and MCMC levels and ensure service providers comply with applicable regulations.

The survey will commence on 9 September and continue until 6 October 2024. It will be conducted online, with MCMC identifying participants based on specific criteria, referencing complaint data from its existing complaint system.

To protect the data collected through this survey, consumers are advised to ensure the privacy settings on their devices are appropriately configured. Nonetheless, MCMC securely stores and safeguards all collected data to protect the privacy of participants.

Please note that the sole purpose of this survey is to collect data. No personal details such as full names, credit/debit card information, or bank account details will be requested. No money will be collected, nor will any sales be solicited. Participation is entirely voluntary, though the cooperation of the public is greatly appreciated.

Any changes to the survey duration will be announced on the MCMC website: www.mcmc.gov.my.

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