



CUSTOMER FEEDBACK FORM

Office : _____
 Reference No. : _____
 Date/Time : _____

Type of feedback Inquiry Request Complaint Claim Suggestion

Channel Walk In Telephone Fax/Email/Mail Social Media

Sender/Customer's Name : _____ Receiver's Name : _____

Sender/Customer's Address : _____ Receiver's Address : _____

MyKad/Passport/
 Company Reg. No. : _____ MyKad/Passport/
 Company Reg. No. : _____

Contact No. : _____ Contact No. : _____

Email : _____ Email : _____

Type of Service Mail Parcel Registered FlexiPack Counter
 Pos Ekspres Pos Laju/EMS Others _____ (Please state)

Account/Item No : _____

Details of feedback *(Kindly specify content/full details of item/incident)*

Customer's signature : _____

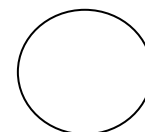
Attended by (Name & Staff No.) : _____

(Note: Please attach Consignment Notelabel for Pos Laju, EMS, Parcel, Registered, Pos Ekspres and FlexiPack item)



Customer's Copy

Feedback Reference No : _____



Office's Chop / Date

Compensation Claim Lost Damaged Others _____ (Please specify)

Date of posting : _____ Postage rate : _____

Posted at : _____ Item value : _____

Destination : _____ Content : _____

Destination postcode : _____ Weight (including packaging) : _____

Is your item insured? Yes No If yes, please state sum insured (RM) : _____

Name of Bank : _____ Account No. : _____

Account Holder : _____

(Please ensure the account holder and applicant is the same)

For claim purposes, please attach and tick (✓) the following documents :

- Copy of Consignment Note
 Copy of MyKad/Passport
 Copy of Receipt/Proof of Purchase
 Tax Invoice/Posting Receipt
 Copy of Company Registration (for company)

This section must be filled for damaged claims only.

I sender/receiver *(please strike-out whichever is not applicable)* refuse to accept the delivered item because the item was damaged.

I understand and agree with the Terms and Conditions of Pos Malaysia. Pos Malaysia has the right to reject any claims not in accordance with the stipulated Terms and Conditions. The decisions made by Pos Malaysia are deemed final.

**Only the sender is allowed to make claims. However, should the receiver wish to make any claims, additional supporting documentations are needed i.e. copy of the sender's MyKad/Passport and a letter of authorisation from the sender.*

*** Pos Malaysia liability is only limited to i) the actual value of the lost or damaged item or ii) maximum liability limit, whichever is lower in accordance with the terms and conditions of Pos Malaysia.*

Customer's signature : _____ Date : _____
 & Company Stamp ()

 Explanation by Operation Office :

Signature : _____ Date : _____ Branch : _____
 ()

✂ -----

THANK YOU FOR YOUR FEEDBACK

