

No	CATEGORY: COMPLAINT TELECOMUNICATION	
1	<b>Question</b>	<b>What is the contact number of the MCMC Consumer Care Centre?</b>
	Answer	1800 188 030
2	<b>Question</b>	<b>What should I do if I am dissatisfied with the customer service of my telecommunication service provider?</b>
	Answer	You can report your complaint to the Communications and Multimedia Consumer Forum of Malaysia (CFM) through the MCMC Consumer Redress Portal ( <a href="https://aduan.mcmc.gov.my/">https://aduan.mcmc.gov.my/</a> ).
3	<b>Question</b>	<b>What information should I prepare before filing a complaint on the MCMC Consumer Redress Portal?</b>
	Answer	You should prepare personal information, service provider information, a description of the complaint, supporting evidence, and any additional information (if applicable).
4	<b>Question</b>	<b>What action should I take if I find that the service offered by the service provider is not as advertised?</b>
	Answer	First, report it to your service provider for an explanation. If you are still dissatisfied, you can file a complaint through the MCMC Consumer Redress Portal.
5	<b>Question</b>	<b>I requested the cancellation of my Postpaid Plan, but it was not terminated by the telecommunication service provider. What should I do?</b>
	Answer	First, report it to your service provider for an explanation. If you are still dissatisfied, you can file a complaint through the MCMC Consumer Redress Portal.
6	<b>Question</b>	<b>I am unable to fully use the additional data quota in my plan. What should I do?</b>
	Answer	First, report it to your service provider for an explanation. If you are still dissatisfied, you can file a complaint through the MCMC Consumer Redress Portal.
7	<b>Question</b>	<b>My internet speed is lower than the plan I subscribed to. What steps should I take?</b>
	Answer	First, report it to your service provider for an explanation. If you are still dissatisfied, you can file a complaint through the MCMC Consumer Redress Portal.
8	<b>Question</b>	<b>I was charged for roaming services even though I had disabled roaming on my device. What should I do?</b>
	Answer	First, report it to your service provider for an explanation. If you are still dissatisfied, you can file a complaint through the MCMC Consumer Redress Portal.
9	<b>Question</b>	<b>What is the best way to manage subscriptions to services I no longer use?</b>
	Answer	Contact the service provider to cancel the subscription and ensure you receive written confirmation.

No	CATEGORY: ONLINE CONTENT	
10	<b>Question</b>	<b>What is the best way to protect my social media accounts from being hacked?</b>
	Answer	Use a strong password, enable two-factor authentication (2FA), and avoid clicking on suspicious links.
11	<b>Question</b>	<b>What should I do if I see illegal online gambling ads?</b>
	Answer	File a complaint about the gambling ad content to MCMC through the MCMC Consumer Redress Portal ( <a href="https://aduan.mcmc.gov.my/">https://aduan.mcmc.gov.my/</a> ).
12	<b>Question</b>	<b>How can I verify if a website is legitimate or fake before making an online purchase?</b>
	Answer	Check if the website has a padlock symbol and 'https' in the URL, and review other customer feedback.
No	CATEGORY: OTHERS	
13	<b>Question</b>	<b>What action should I take if there is a suspicious attempt to access my device?</b>
	Answer	Use the latest antivirus and anti-malware software to run a full scan on your device.
14	<b>Question</b>	<b>I received a fake mobile phone from an online purchase. What can I do?</b>
	Answer	Report it to the Ministry of Domestic Trade and Costs of Living (KPDN) along with proof of purchase.
15	<b>Question</b>	<b>What should I do if I receive a suspicious call from someone claiming to be an LHDN representative?</b>
	Answer	DO NOT disclose any personal and banking information.
16	<b>Question</b>	<b>I received a suspicious bank transaction notification. What should I do?</b>
	Answer	Report the fraudulent transaction to your bank immediately.
17	<b>Question</b>	<b>What should I do if I frequently receive calls from unknown numbers?</b>
	Answer	Ignore the calls, set restrictions for the caller numbers, and download an app that can block calls.
18	<b>Question</b>	<b>What steps should I take if I receive a call from someone claiming to be a representative of a large company but asking for my personal information?</b>

	Answer	Do not disclose your personal information. End the call immediately and report it to the authorities if necessary.
19	<b>Question</b>	<b>How can I ensure I don't get scammed when making an online purchase?</b>
	Answer	Make sure to buy from reputable websites and use secure payment methods like DuitNow.
20	<b>Question</b>	<b>What should I do if I receive a phishing email asking for my personal or banking information?</b>
	Answer	Do not click on any links in the email. Report it as phishing to your email provider and delete it.
21	<b>Question</b>	<b>What should I do if I lose access to my online banking account?</b>
	Answer	Immediately contact your bank to report the loss of access and follow their instructions to regain control of your account.