



**COMMUNICATIONS AND MULTIMEDIA
CONSUMER FORUM OF MALAYSIA**

2023 ANNUAL REPORT



2023 CFM ANNUAL REPORT

As part of our Constitutional obligation, we are publishing our Annual Report for the year ending 31 December 2023.

This publication details our roles, functions, and performance for the year 2023, as well as aspirations moving forward.

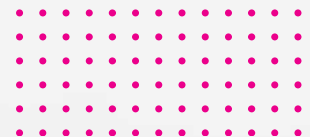


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ABOUT CFM



OVERVIEW



CFM was established on 13 February 2001 as a society with representation from all relevant parties, particularly the “supply and demand” side of the Communications and Multimedia industry.

As a designated forum for the Communications and Multimedia industry, CFM is tasked with, among others, the preparation of Consumer Codes that would be used as a base guideline for the provisioning of services by the communications and multimedia service providers. The General Consumer Code (GCC) of Practice was approved by the Malaysian Communications and Multimedia Commission (MCMC) as the industry code in 2002 and a timely revision was made in 2022 to reflect the current needs and wants of the consumers.

CFM MEDIATES CONSUMER COMPLAINTS ON NON-NETWORK RELATED ISSUES BETWEEN THE COMPLAINANT AND THE SERVICE PROVIDERS .





VISION



The catalyst for the development of a conducive consumer environment in the Communications and Multimedia industry.

MISSION



To be the communications and multimedia advocator of consumerism and platform for mutual exchange of information for the benefit of consumers and the Communications and Multimedia industry as a whole.

STRATEGIC FOCUS



FACILITATE

To **FACILITATE** and promote self-advocacy among consumers through the dissemination of information.

STRENGTHEN



To **STRENGTHEN** the positive bond between service providers and consumers.



ESTABLISH

To **ESTABLISH** a conducive environment in promoting a high level of consumer confidence in the service delivery of the communications and multimedia service providers.

NURTURE



To **NURTURE** the culture of mutual respect amongst service providers and consumers in generating guidelines and code of ethics through mutual understanding or agreement.



CORE FUNCTIONS

CODES DRAFTING

- ▶ To draft, develop, prepare, amend, modify, review, and update the codes.

COMPLAINT HANDLING

- ▶ To provide avenues for lodging complaints relating to consumer matters.
- ▶ To provide procedures for complaint handling and recommend resolution.

EDUCATION AND PROMOTION

- ▶ To promote the objectives and publish the activities of CFM.
- ▶ To provide avenues for dissemination of public information and education regarding consumer rights.

MEMBERSHIP

- ▶ To enlist and update the membership of CFM.
- ▶ To ensure membership management is in compliance with CFM's Constitution.

COMPLIANCE AND MONITORING

- ▶ To enhance the understanding of the General Consumer Code (GCC) of Practice among service providers.
- ▶ To promote the adoption of GCC in service provider's procedures, practices, and policies.
- ▶ To ensure a high level of compliance with the GCC.
- ▶ To prepare the industry for self-regulation.

2023 KEY RESULTS AREA

KRA 1: COMPLAINTS MANAGEMENT

Establishment of MCMC Consumer Care Center (average calls attended within 20 seconds)	Complaint Resolution (average completion of complaints within 15 business days)	Complaints Mediation - Reopened (average completion of complaints within 15 business days)
90.9% calls	85% complaints	65% complaints

KRA 2: PUBLIC ENGAGEMENT

Events hosted by CFM	Media Engagements	Social Media Postings	Website Page Views
6	4	202	81,523

KRA 3: CODES DEVELOPMENT

Public Engagement	CFM Rangers	Industry Outreach	Public Outreach
4 programmes	4 programmes	5 programmes	10 programmes

CHAIRMAN'S STATEMENT

Mailvahanam Sundram

Chairman, CFM

● REFLECTING ON THE YEAR 2023

During the year under review, the Malaysian Communications and Multimedia industry played a prominent role in the economic landscape driven by the momentum of post-COVID-19 recovery, supportive government policies, and evolving digital consumer trends.

Similarly, CFM demonstrated resilience, presenting an improved General Consumer Code (GCC) of Practice, better consumer complaint handling and widespread consumer engagement throughout the year 2023. Notably, the GCC was reviewed and re-published after 21 years.

The GCC sets out the acceptable standards applicable in the Communications and Multimedia industry, provides a point of reference for consumers, and is a self-regulatory instrument for telecommunications service providers.

DEAR Council Members and Stakeholders,

On behalf of the Board of Councillors of the Communications and Multimedia Consumer Forum of Malaysia (CFM), it is my privilege to present to you the 2023 CFM Annual Report.

2023 ACHIEVEMENTS

In 2023, the MCMC Consumer Redress Portal recorded a total of 15,627 non-network complaints, marking a 2.3% increase from the 15,276 complaints recorded in 2022. Notably, the MCMC Consumer Redress Portal system upgrade led to a drop in the number of complaints for the second half of 2023. CFM has issued about 11 notices to the service providers for non-compliance under the GCC. The complaints registered and the appeals by consumers were addressed in over 60 engagement sessions with the service providers and consumers to ensure case closure.

“OVER 60 ENGAGEMENTS WERE CONDUCTED AND PARTICIPATED BY CFM THROUGHOUT THE YEAR 2023”

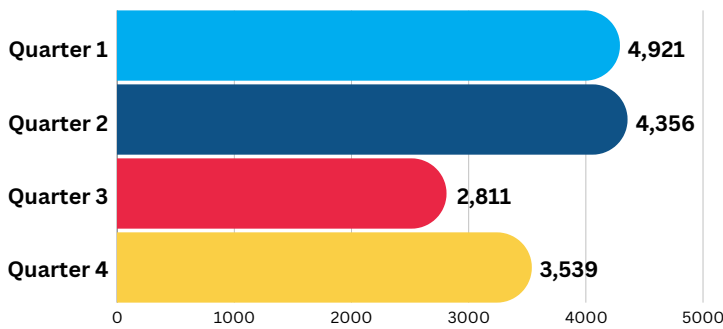


Figure 1.0 : Number of Complaints Received by Quarter in 2023

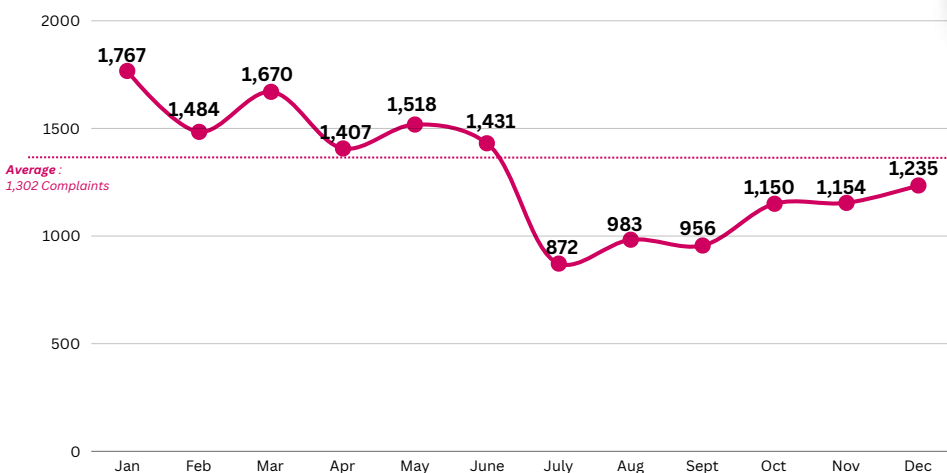


Figure 1.1: Number of Complaints Received by Month in 2023



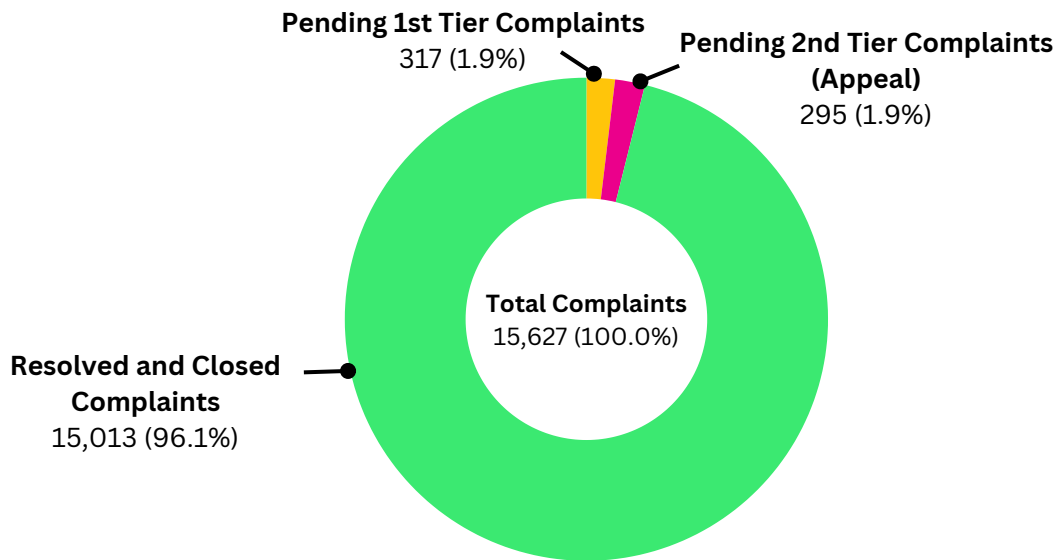


Figure 1.2: 2023 Complaint Status

The Bill and Charge-related complaints remain the top category in 2023 with 2,828 complaints, which is about 18% of the total complaints registered for the year. The significant nature of complaints under this category were consumer concerns about discrepancies, invoicing errors, and unclear billing practices within the telecommunications sector.

DATE	SERVICE PROVIDER	REMARKS
01/12/2023	●	Misleading Advertisement/Promotion
08/02/2023	●	Misleading Advertisement/Promotion
12/04/2023	●	Unfair Customer Treatment
12/04/2023	●	Misleading Advertisement/Promotion
12/04/2023	●	Poor Customer Service
12/05/2023	●	Misleading Advertisement/Promotion
07/08/2023	●	Misleading Advertisement/Promotion
02/08/2023	●	Poor Customer Service
15/08/2023	●	Misleading Advertisement/Promotion
07/09/2023	●	Inaccurate Information
02/10/2023	●	Inaccurate Information

Table 1.0: Caution Notices issued to the service providers by CFM in 2023

For appeal, CFM handled 2,075 cases involving multiple service providers, of which 91.5% of the appeals were resolved amicably. On average, CFM received 173 appeals for the year and the bill and charge category still topped the list of appeals.

CFM has also ramped up its consumer engagement through various activities be it organised by the Malaysian Communications and Multimedia Commission (MCMC), agencies under the Ministry of Communications, and members of CFM to increase awareness and educate the public on their rights. Over 40 engagements were conducted and participated by CFM throughout the year, marking its presence in mass media including news coverage by local news agencies.

Members' engagement was also prioritised through constant and consistent interactions between the Board of Councillors, Office Bearers, and Members of CFM through meetings, knowledge-sharing sessions, and workshops.

MOVING FORWARD

As we mark our 23rd anniversary in February 2023, our determination to move forward remains unwavering as we commit to implementing prudent measures to engage and educate the consumers and to ensure the service providers understand, absorb and implement the GCC 2022, in greater compliance.

The GCC 2022 requires the service providers to enhance efforts to resolve complaints on a first-contact basis, emphasising the importance of ongoing training and improvements in customer service practices to serve the consumers better. There is a pressing need for service providers to address billing-related concerns, enhance communication and resolution processes, and adopt a more consumer-centric approach. Ongoing efforts in these areas can contribute to a reduction in complaints and an overall improvement in customer satisfaction.

With a renewed focus on the adaptability of the GCC and through constant consumer engagement, we aim to emerge stronger with the support and confidence of our stakeholders towards consumer excellence.

● APPRECIATION

On behalf of the Board of Councillors, I wish to express our heartfelt appreciation to the Ministry of Communications, MCMC, the stakeholders, members, and consumers of the communications and multimedia services for their unwavering support throughout CFM's journey of representing the consumers and promoting fair practice between the supply and demand side of the industry.

I would also like to extend a special thank you to the secretariat as you are the backbone of CFM. Your hard work, commitment, and passion have propelled us throughout the year.

Thank you.



Mailvahanam Sundram

Chairman

BOARD OF COUNCILLORS



From left : Nordin Thani (CFOS), Nur Aqillah Mohd Sabri (U Mobile), Mohamed Kadri Mohamed Taib (ASA), Dr. Elistina Abu Bakar (MACFEA) and Zolkiflee Md Salleh (PKPM).

Center : Mailvahanam Sundram (redONEmobile).

From Right : Mohamad Sirajuddin Jalil (MCCA), Mahfuzah Azahari (MAXIS), Sharifah Diana Shima (ASTRO) Khaneeza Khalid (CFM) and Yap Yoke Har (MMTA).

Not in the picture:

From left: Azizan Afandi (TM), Mazlan Abdul Razak (TIME), Hasan Abdul Rahim (CelcomDigi) and Wan Shazrun Hijaz (ASTRO).





OFFICE BEARERS



**MAILVAHANAM
SUNDAM**
Chairman



**ZOLKIFLEE MD
SALLEH**
Deputy Chairman



YAP YOKE HAR
Secretary

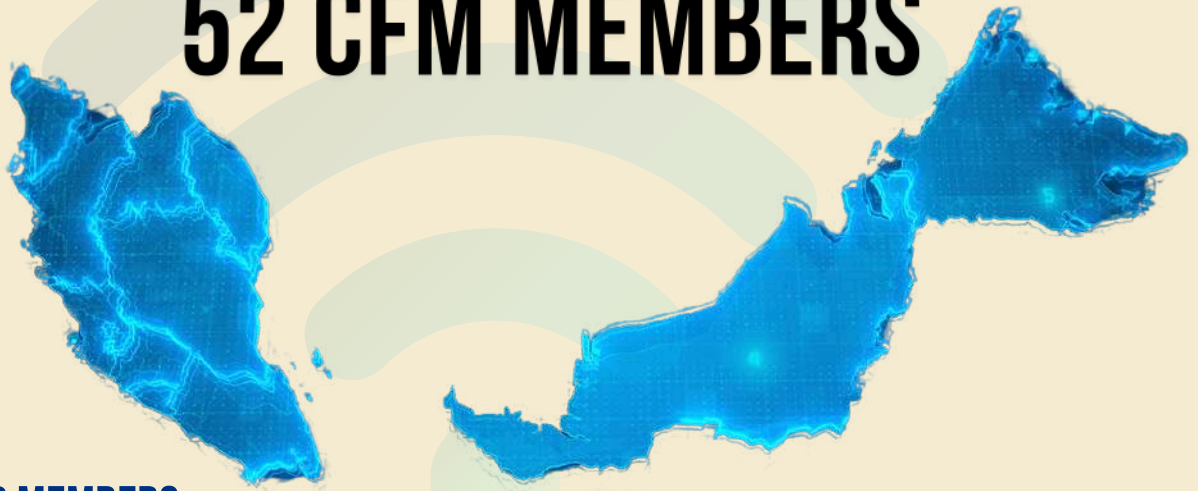


AZIZAN AFANDI
Treasurer





52 CFM MEMBERS



DEMAND MEMBERS

1. National Council of Women's Organisations Malaysia (NCWO)
2. Consumer's Association of Miri (CAM)
3. Persatuan Pengguna Negeri Sembilan (NESCA)
4. Persatuan Ekonomi Pengguna & Keluarga Malaysia (MACFEA)
5. Malaysian Mobile Technology Association (MMTA)
6. Persatuan Pengguna Daerah Kuala Terengganu (PPDKT)
7. Persatuan Kebajikan Pengguna Johor (JCWA)
8. Persatuan Pelindung Pengguna Kelantan (PELINDUNG)
9. Universiti Kebangsaan Malaysia (UKM)
10. Malaysian Consumer Association (MACONAS)
11. Persatuan Pelindung Pengguna Pulau Pinang (PCPA)
12. Universiti Sains Islam Malaysia (USIM)
13. Persatuan Kebajikan Pengguna Melaka (PKPM)
14. Persatuan Komuniti IKS Terengganu (KOSMET)
15. Persatuan Komuniti Terengganu Diperantauan Kuala Lumpur & Selangor (KITER)
16. Advertising Standards Malaysia Sdn Bhd (ASA)
17. Persatuan Hal Ehwal dan Pelindung Pengguna Sabah (CAPS)
18. Persatuan Suara Konsumer Sarawak (COVAS)
19. Persatuan Barisan Pengguna Sabah (CFOS)
20. Universiti Telekom Sdn Bhd (MMU)
21. Persatuan Perancang Kewangan Bijak Malaysia (PPKBM)
22. UiTM Institute of Business Excellence (IBE)
23. Universiti Putra Malaysia (UPM)
24. Universiti Kuala Lumpur (UNIKL)
25. Persatuan Animasi Malaysia (ANIMAS)
26. Universiti Teknologi Malaysia (UTM)
27. Persatuan Pengguna Siber Malaysia (MCCA)

SUPPLY MEMBERS (SERVICE PROVIDERS)

1. Sistem Televisyen (M) Berhad (TV3)
2. Maxis Broadband Sdn Bhd (MAXIS)
3. TT dotCom Sdn Bhd (TIME)
4. Astro Radio Sdn Bhd (ASTRO RADIO)
5. Digi Telecommunications Sdn Bhd (DIGI)
6. Telekom Malaysia Berhad (TM)
7. MEASAT Broadcast Network Systems Sdn Bhd (ASTRO)

8. Celcom Axiata Berhad (CELCOM)
9. TM Technology Services Sdn Bhd (TM TECHNOLOGY)
10. U Mobile Sdn Bhd (U MOBILE)
11. Tune Talk Sdn Bhd (TUNE TALK)
12. YTL Communications Sdn Bhd (YTL)
13. Altel Communications Sdn Bhd (ALTEL)
14. RED ONE Network Sdn Bhd (REDONE)
15. Pavo Communications Sdn Bhd (MCALLS)
16. Tone Plus Sdn Bhd (TONE PLUS)
17. Tone Excel International Sdn Bhd (TONE EXCEL)
18. Digital Nasional Berhad (DNB)
19. Valyou Sdn Bhd (VALYOU)

ASSOCIATE MEMBERS

1. Messrs. Raja, Darryl & Loh
2. Kugan A/L Kathegesen
3. Nor Aishah Muyop
4. Gayah Gulam Haidar
5. Syed Agil Shekh Alsagoff
6. Saw Teck Chew

MESSAGE FROM THE EXECUTIVE DIRECTOR



**KHANEENZA
KHALID**

*Executive Director

ASSALAMUALAIKUM W.B.T

IN 2023 CFM navigated a challenging yet productive year as it introduced a one-stop call centre on 1 April 2023 which was renamed as the MCMC Consumer Care Centre (MCMC 3C) - a call centre with a hotline number 1800-188-030.

The online complaint portal which is known as the MCMC Consumer Redress Portal was also improvised to be consumer-friendly whereby the enhancements made and the friendly features have resulted in over 15,000 cases being filed through the portal throughout the year 2023.

Despite the formidable operating landscape underlined by system migration of the complaint portal, and the implementation of MCMC 3C, CFM continues to fulfill its core mandate of serving the consumers of the Communications and Multimedia industry by resolving on average 85% of complaints lodged with CFM as provisioned in the GCC for non-network related services offered by the service providers.

85%

Complaint Resolution

>80,000

Page Views for cfm.my and consumerinfo.my

52

Total CFM Members

**Puan Khaneeza Khalid was understudying from November 2023 until she assumed the Executive Director's office in January 2024.*

In 2023, the Complaint and Compliance Management of CFM has successfully handled a total of 2,075 appeals covering areas such as Bill and Charge (46.4%), Service Delivery (18.5%), Unfair Practice (15.9%), Misrepresentation of Service (11.3%), Terms and Conditions Disputes (6.3%), and Pricing (1.6%). Of the 2,075 complaints, 1,899 (91.5%) were resolved and closed through mediation between the service provider, complainant, and CFM, whereas 176 (8.5%) cases were carried forward to 2024 due to complexity. Some of the cases were also appealed towards the end of December 2023.

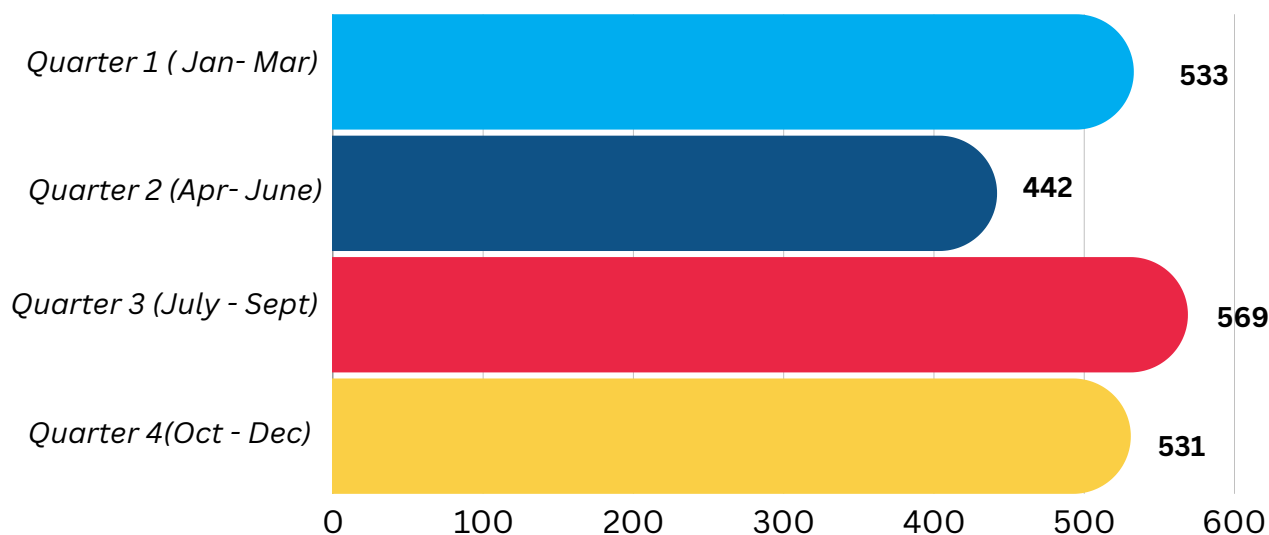


Figure 1.3 : Number of Complaints Received by Quarter in 2023

CFM has also managed and mediated a total of 14 cases mainly on consumer dissatisfaction with the service providers' customer service.

As part of CFM's role to ensure the General Consumer Code (GCC) of Practice for the Communications and Multimedia industry in Malaysia, CFM has conducted six (6) engagements and briefings with the service providers namely CelcomDigi, U Mobile, Maxis, redONE, TimedotCom, and Astro. This is to ensure greater compliance of the service providers towards the implementation of the GCC for better consumer satisfaction and service efficiency.

In addition, CFM reached out to the public through various consumer engagement programmes either organised by CFM or the ministry or government agencies nationwide. A total of 10 public engagements and four (4) CFM-hosted programmes were conducted in 2023 which has garnered a fair presence of the forum among the public.

Online presence was also excellent in 2023 with over 80,000 page views for CFM’s corporate website and consumerinfo.my website. Over 200 social media postings were also made via Facebook, Instagram, and X platforms, respectively.

“CFM REMAINS STEADFAST IN OUR EFFORTS TO CREATE A BETTER-INFORMED SOCIETY ON CONSUMER RIGHTS”



As of 2023, CFM was made up of 52 members who facilitated the forum with their insightful thoughts and best practices in consumer-related issues and fields. The new line-up of Council Members was selected during the Annual General Meeting held on 13 September 2023. Congratulations to all the elected Council Members led by Chairman Megat Ishak Ma’amunor Rashid, whom Mr. Mailvahanam Sundram from the redContact Sdn Bhd, a subsidiary of redONE replaced in April 2024. We would like to take this opportunity to thank the previous Council Members led by Muhammad Razillah Abdullah, Chairman Persatuan Komunikasi dan Media Malaysia (PEKOMA). A special appreciation to predecessor Puan Norina Yahaya for her contribution in managing the Executive Director’s office until January 2024.

With the new line-up of Council Members, CFM remains steadfast in our efforts to create a better-informed society on consumer rights, particularly on telecommunication-related issues. We have entered 2024 with renewed optimism, determination and trust in our ability to develop solutions and deliver on our purpose.

I wish to extend my sincere thanks to MCMC, our Chairman, the Board of Councillors, Office Bearers, Supply, and Demand side Members, as well as Associate Members for their trust and ongoing commitment in driving CFM’s objectives.

A handwritten signature in black ink, appearing to read 'Khaneeza Khalid'. The signature is stylized and cursive.

Khaneeza Khalid
Executive Director



CFM SECRETARIAT ORGANISATION CHART

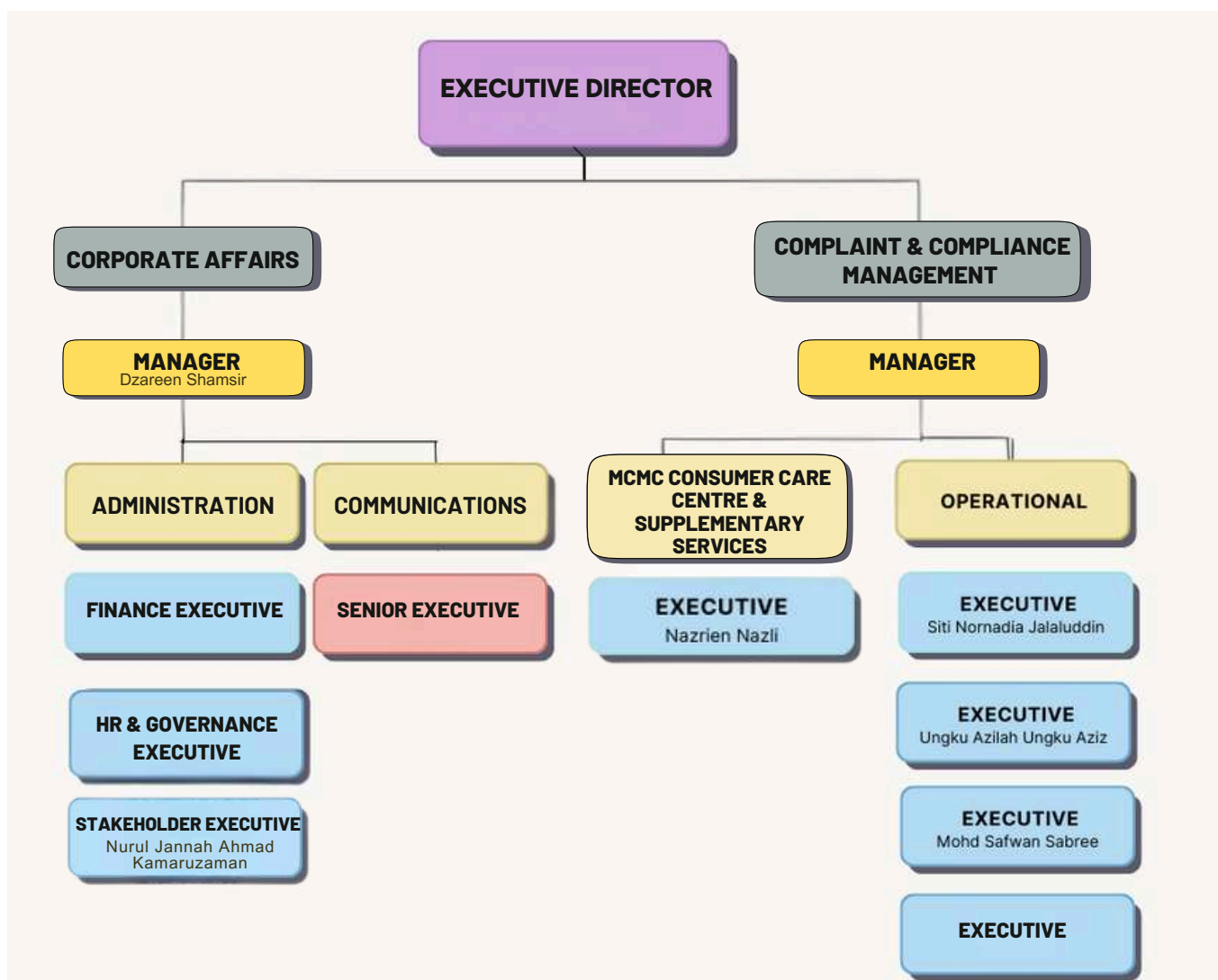


Figure 1.4: CFM Secretariat Organisational Chart as of 31 December 2023

As of 31 December 2023, there were a total of seven (7) secretariats including the Executive Director.



COMPLAINTS AND COMPLIANCE MANAGEMENT



OVERVIEW



MCMC CONSUMER CARE CENTRE OR MCMC 3C (1800-188-030) WAS SETUP ON 1 APRIL 2023.



The year 2023 marked a milestone for CFM by setting up a one-stop call center (OSCC) on 1 April 2023, which was named the MCMC Consumer Care Centre (MCMC 3C). The establishment of the MCMC 3C has widened the platform for consumers to seek direction and advice for complaints resolution.

Among the key roles of complaint and compliance management in CFM is to provide the public with avenues to redress unresolved complaints on telecommunication services with their respective service providers and recommend amicable solutions.

CFM handles non-network related complaints as categorised below:

- ✓ Bills and Charges
- ✓ Service Delivery
- ✓ Terms and Conditions Disputes
- ✓ Misrepresentation of Services
- ✓ Unfair Practices
- ✓ Pricing
- ✓ Compensation

Overall in 2023, the Complaints and Compliance Management Department of CFM handled 2,075 appeals, whereby 91.5% were successfully resolved and closed through mediation between the service provider, complainant, and CFM. The remaining 8.5% of the cases were in various stages of appeal and carried forward to 2024.

CFM diligently educates the service providers particularly front desk officers on the improvised version of the General Consumer Code (GCC) of Practice for the Communications and Multimedia Industry Malaysia. The team conducted six (6) briefing sessions with the service providers to ensure the highest compliance in serving the consumers as stipulated under the GCC. CFM also advocates self-regulation within the industry to ensure consumer complaints are dealt with reasonably and adequately. Overall, the service providers showed encouraging support in preparing and training their customer service and regulatory officers to learn and adapt to the GCC.

“CFM ADVOCATES INDUSTRY SELF-REGULATION TO ENSURE CONSUMER COMPLAINTS ARE DEALT WITH REASONABLY AND ADEQUATELY. ”

ANALYSIS OF COMPLAINTS IN 2023

In 2023, the MCMC Consumer Redress Portal recorded a total of 15,625 non-network complaints, marking a 2% increase from the 15,276 complaints recorded in 2022.

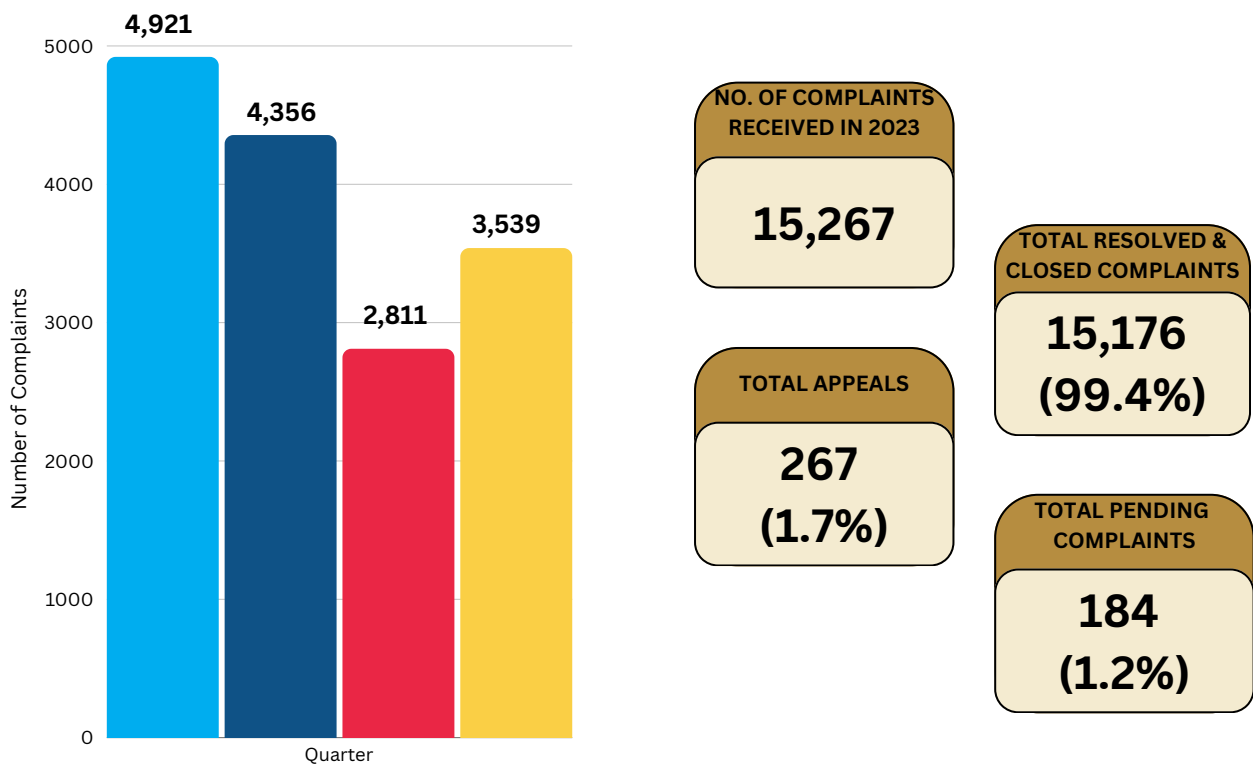


Figure 2.0: Total Number of Complaints Received by Quarter through MCMC Consumer Redress Portal in 2023

As in 2022, the year 2023 has also shown a similar trend in consumer complaints. Bill & Charge consistently remained the highest category of complaints with a total of 6,067 cases, followed by service delivery complaints at 2,975 cases and unfair practices at 1,656 cases as of 31 December 2023.

Billing dispute emerged as the primary issue within this category, comprising 18% of all complaints in 2023 (2,828 cases) due to increased consumer concerns regarding discrepancies, invoicing errors, and unclear billing practices.

Meanwhile, from the 2,075 appeals in 2023, 14 cases were successfully mediated and resolved through physical and online sessions, to provide a streamlined resolution for the complainants and the service providers. CFM's effective intervention has resulted in the successful resolution and closure of the 14 appeals, with each case marked as 'Resolved' and 'Closed' in the MCMC Consumer Redress Portal.

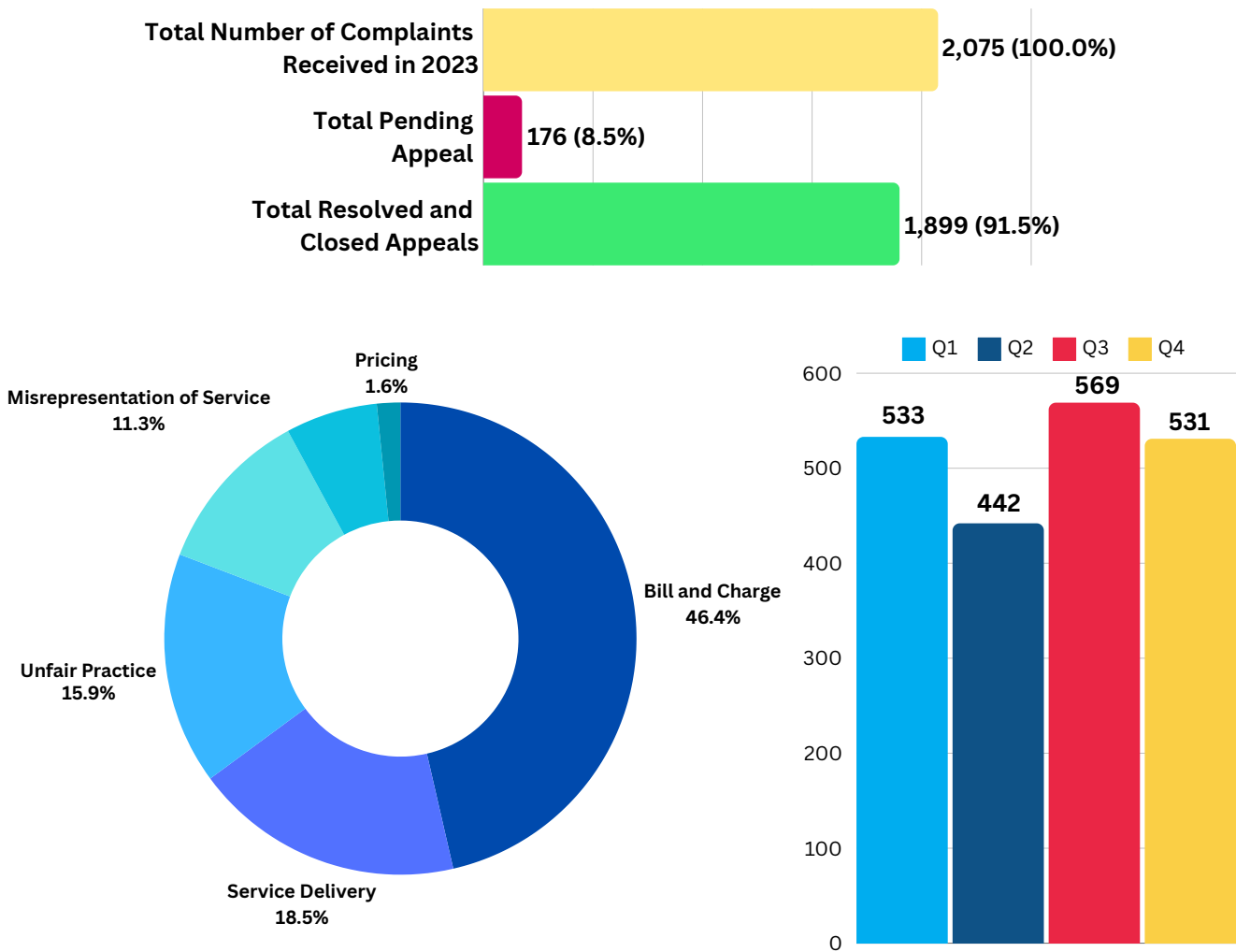


Figure 2.1: GCC-related Appeals Received through MCMC Consumer Redress Portal in 2023









Based on the number of mediations conducted in 2023, it is evident that concerns revolve around consumers' dissatisfaction with customer service. The analysis reveals that the most common response from complainants before lodging complaint to the MCMC Consumer Redress Portal was "no action by the service provider," signalling a demand for enhanced responsiveness and effectiveness in addressing consumer concerns by customer service. This indicates a gap in the resolution process, frequently resulting in refund requests. It underscores the necessity for clearer and more consumer-friendly resolution procedures.

No	Month	Case Category	Case Sub-Category
1	January	Service Delivery	Poor Customer Service
2	January	Bill & Charge	Data Usage
3	January	Bill & Charge	Billing Disputes
4	February	Service Delivery	Poor Customer Service
5	February	Bill & Charge	Billing Dispute
6	March	Service Delivery	Poor Customer Service
7	March	Bill & Charge	Roaming
8	May	Service Delivery	Poor Customer Service
9	June	Misrepresentation of Service	Misleading Advertisement
10	July	Misrepresentation of Service	Misleading Advertisement
11	July	Network / Bill & Charge	Poor Coverage 4G/LTE / Compensation
12	August	Service Delivery	Poor Customer Service
13	December	Unfair Practice	Auto Migration
14	December	Unfair Practice	Termination Without Notice

Table 2.0: List of Mediations Conducted throughout the year 2023

Continuous and consistent vigilance and strategic adjustments by the service providers will enhance consumer satisfaction and service efficiency. This could be achieved through close collaboration with the CFM secretariat and the service providers to improve the overall resolution rate.

Below is the complaints evaluation process practiced by CFM.

-  **1 New**
The complaint escalated to the respective Service Provider for the next course of action.
-  **2 On Hold**
The Service Provider holds the complaints to obtain further information from the complainant.
-  **3 Investigation**
The complaint is being investigated by the Service Provider.
-  **4 Resolved**
The complaint is resolved by the Service Provider.
-  **5 Reopened / Appeal**
A dispute was raised by the complainant due to dissatisfaction over the Service Provider's resolution.
-  **6 Closed**
The complaint will be closed within five (5) business days subject to no further dispute by the complainant.
-  **7 Closed with Monitoring**
The complaint is closed subject to further monitoring by the MCMC.
-  **8 Rejected**
Invalid complaint due to beyond CFM's jurisdiction, wrong escalation, or duplication of record.

Upon receiving a complaint, CFM will practice the following:

- Acknowledge the receipt of the complaint within 24 hours.
- Evaluate the nature of the complaint.
- Mediate the complaint between the complainant and the Service Provider.
- Resolve the complaint if the resolution is reasonable and accepted based on the GCC.

In 2023, there were only about 79 rejected consumer complaints due to wrong escalation, duplication or changed complaint category from non-network to network. The summary of rejected consumer complaints is as follows:

GCC Clause	Month	Total Cases	Reason
1.1 (b) instance of rejection of a consumer complaint and reason for the rejection.	January	11	7 - Duplicate/wrong escalation 4 - Change complaint category to network
	February	23	10 - Duplicate/wrong escalation 13 - Change complaint category to network
	March	18	15 - Duplicate/wrong escalation 3 - Change complaint category to network
	April	8	1 - Duplicate/wrong escalation 7 - Change complaint category to network
	May	11	3 - Duplicate/wrong escalation 8 - Change complaint category to network
	June	7	7 - Change complaint category to network
	July	1	1 - Change complaint category to network
	Aug-Dec	-	0 rejected cases

Table 2.1: Summary of Rejected Consumer Complaints in 2023 and the Reasons

TOP 3 COMPLAINT SUB-CATEGORY ACROSS ALL CATEGORY

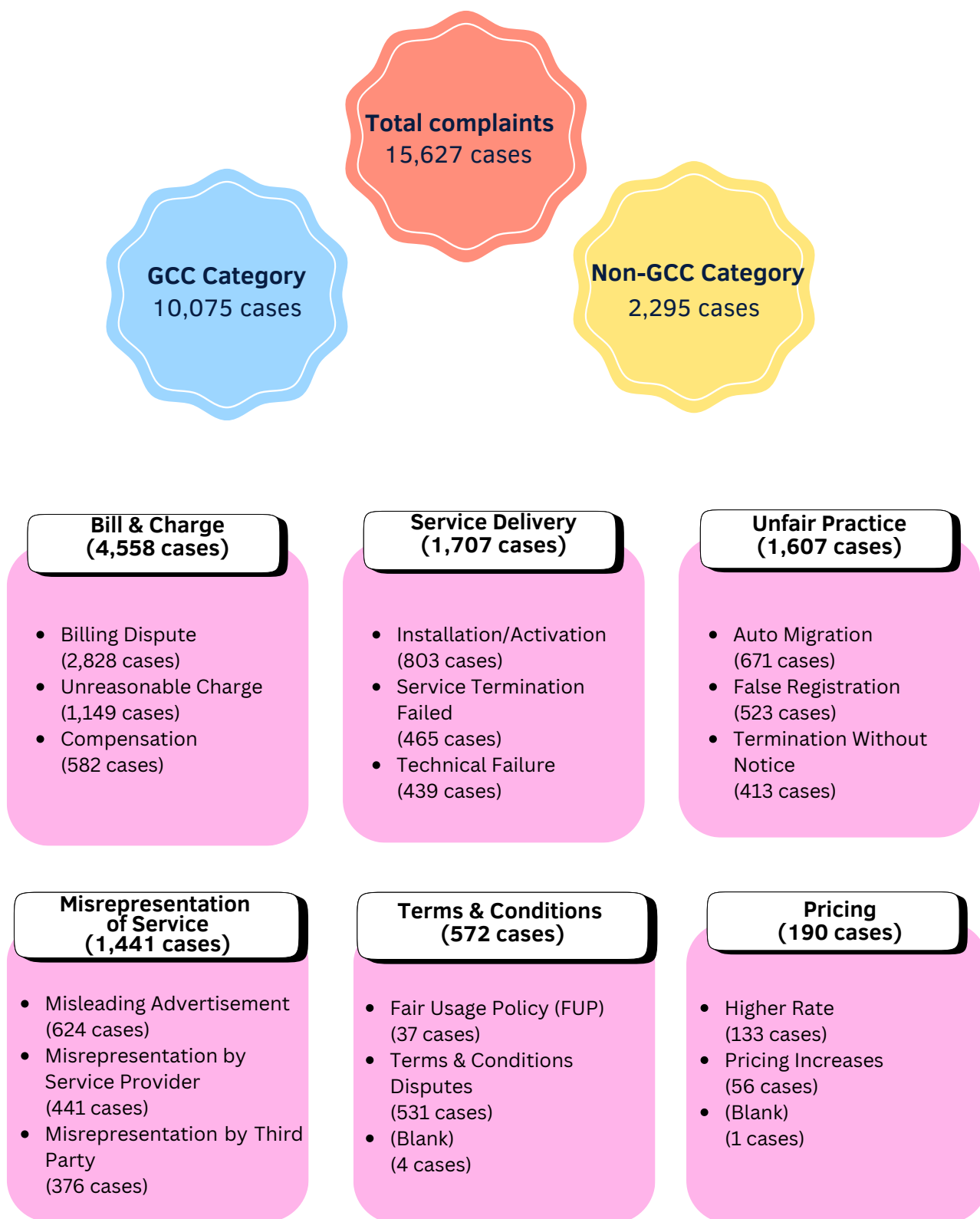


Figure 2.2: Top 3 Sub-Categories for GCC-Related Complaints in 2023

**Mobile Number Portability
(924 cases)**

- Porting Delay/Reject (836 cases)
- Technical Issue (77 cases)
- Unauthorised Porting (11 cases)

**Unsolicited Activities
(655 cases)**

- Crank Call (140 cases)
- Scam (324 cases)
- SPAM (191 cases)

**SMS Service
(324 cases)**

- SCAM (159 cases)
- SPAM Peer to Peer (81 cases)
- Unsubscribed SMS ECP (84 cases)

**IMEI
(296 cases)**

- IMEI Unblock (91 cases)
- Request Blocking (204 cases)
- (Blank) (1 case)

**Illegal Provider
(95 cases)**

- Unlicensed (94 cases)
- (Blank) (1 case)

**General Enquires
(1 case)**

- General (1 case)

Figure 2.3: Top 3 Sub-Categories for Non GCC-Related Complaints in 2023

MCMC CONSUMER CARE CENTRE (1 800 - 188 - 030)

Our Call Centre Agents



MCMC CONSUMER CARE CENTRE (MCMC 3C) STATISTICS

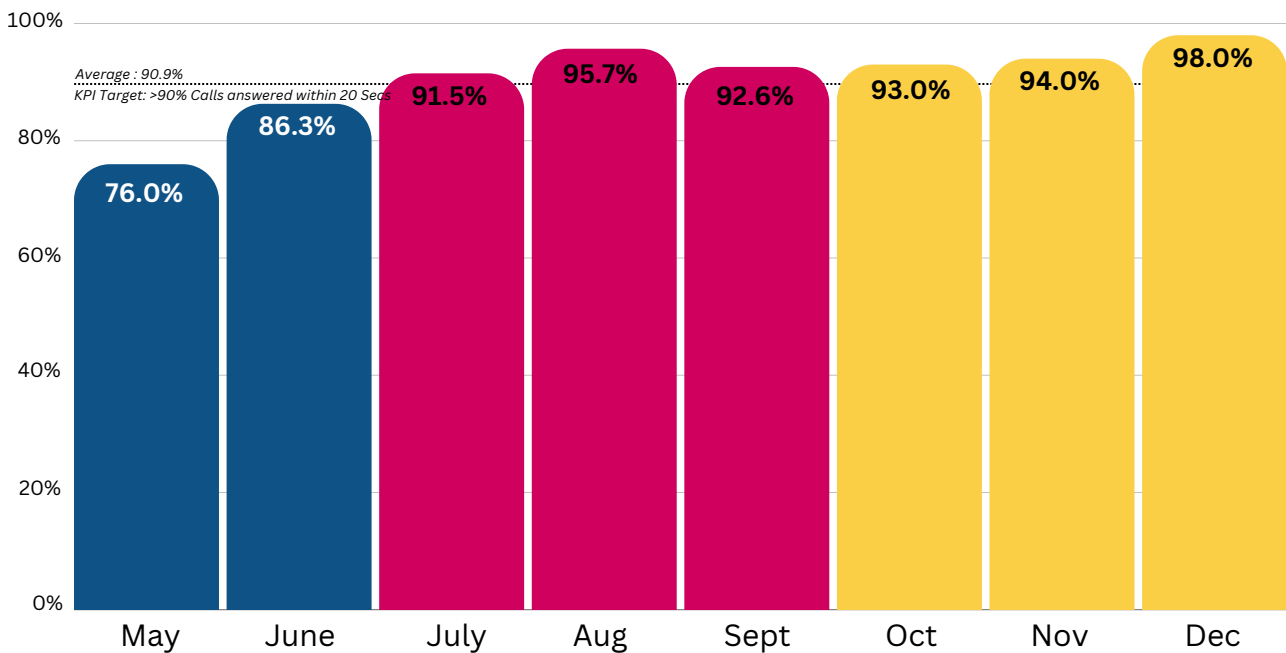
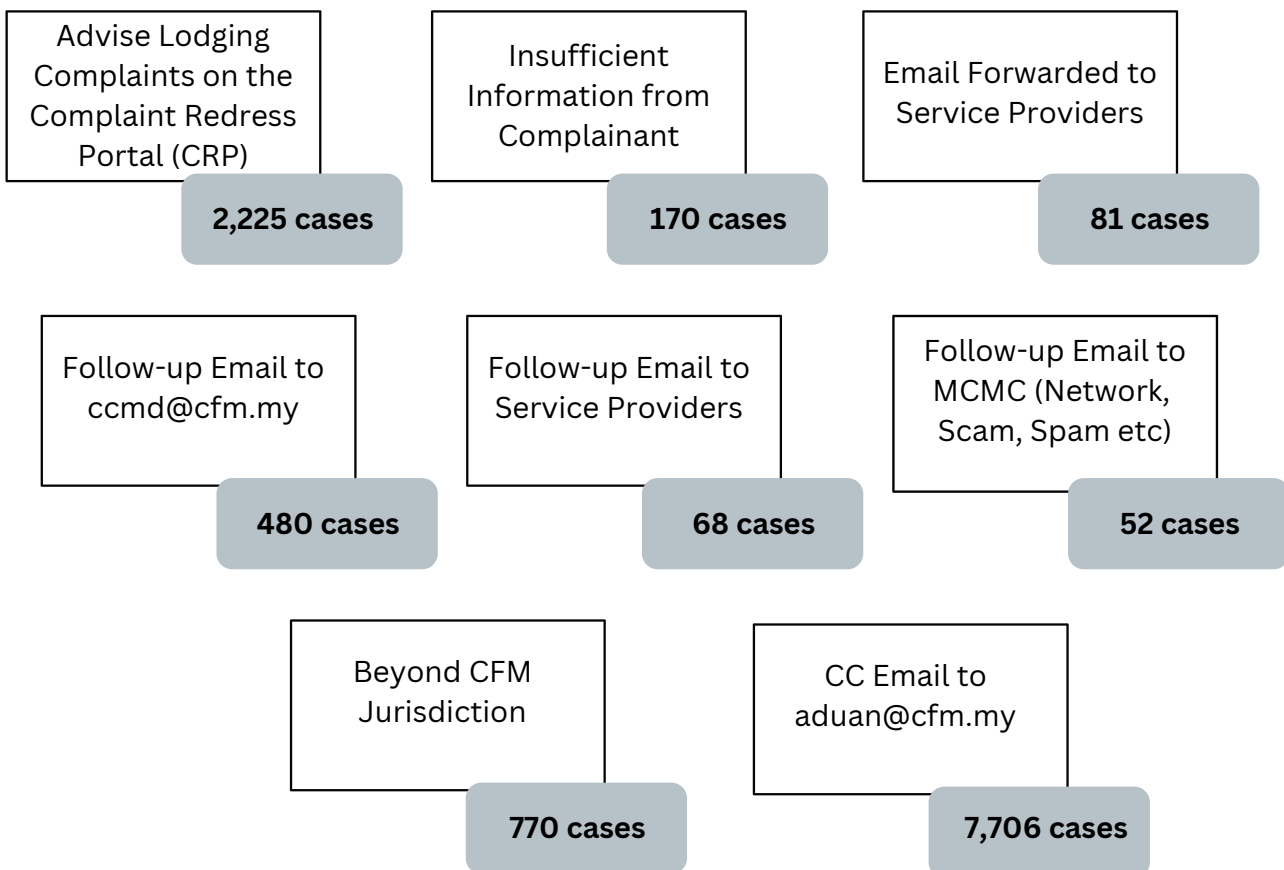


Figure 2.4: MCMC 3C Statistics from May until December 2023 (MCMC 3C was up and running from May 2023 only).

COMPLAINT HANDLING THROUGH ADUAN@CFM.MY IN 2023



COMPLAINT RESOLUTION THROUGH MCMC CONSUMER REDRESS PORTAL

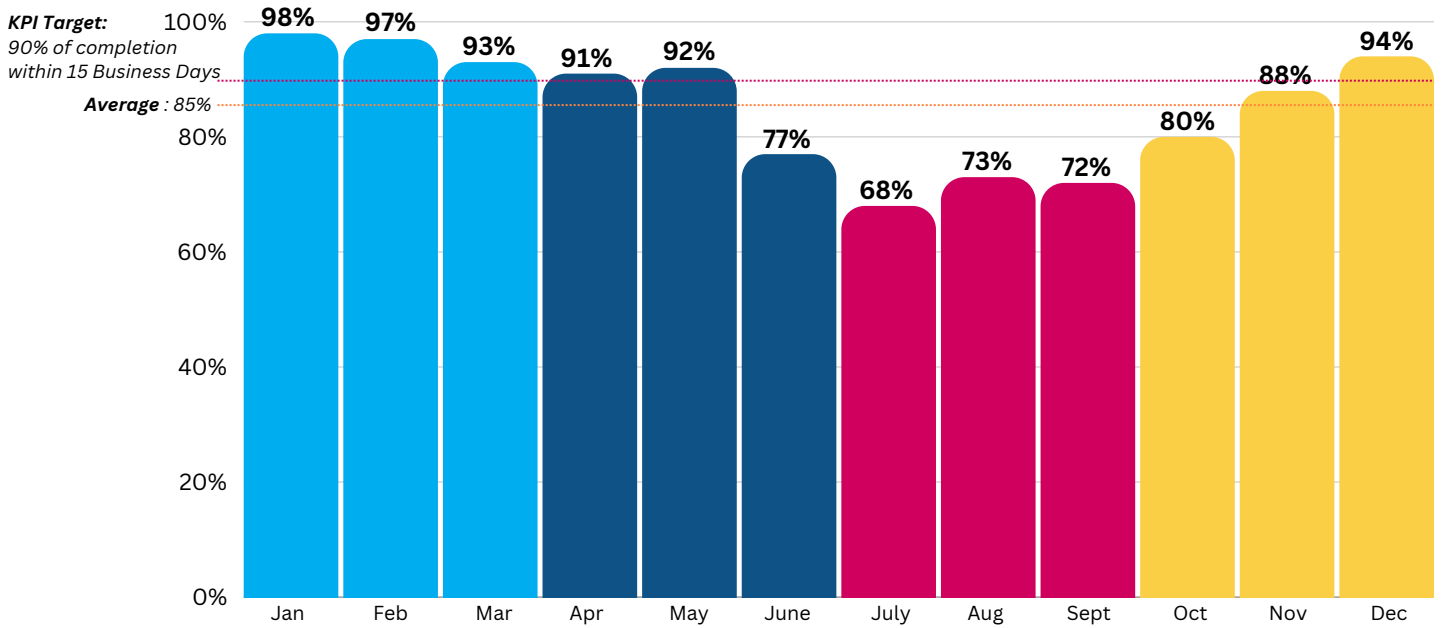


Figure 2.5: Complaint Resolution Through MCMC Consumer Redress Portal in 2023

COMPLAINTS MEDIATION (REOPENED/APEAL)

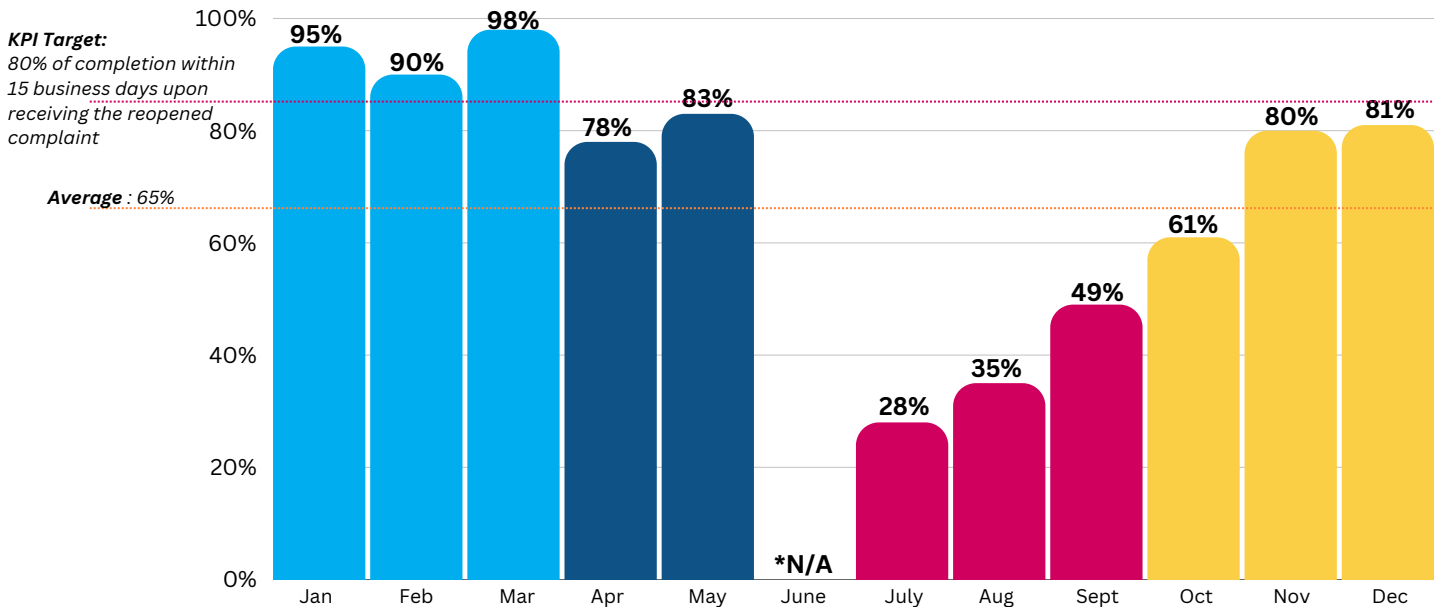


Figure 2.6: Reopened Complaints/Appeals Resolution Through MCMC Consumer Redress Portal in 2023

* Data for June 2023 is marked as N/A due to the system migration from ICMS 1.0 to ICMS 2.0 (MCMC Consumer Redress Portal). As a result, we were unable to extract complaint performance data for the month of June.

STAKEHOLDER ENGAGEMENT

The General Consumer Code (GCC) of Practice for the Communications and Multimedia Industry Malaysia is a self-regulating industry code under the purview of CFM. It sets out the acceptable standards applicable in the Communications and Multimedia industry aiming to be the point of reference for consumers on the standards that must be adhered to in ensuring efficient and quality delivery of services by service providers.

CFM conducted a comprehensive briefing on the latest version of the GCC to enhance awareness and understanding of the key features and updates to service providers.

- 14/2/2023**
GCC Briefing with TIME dotCom
- 18/5/2023**
GCC Briefing with CelcomDigi
- 27/6/2023**
GCC Briefing with ASTRO
- 9/8/2023**
GCC Briefing with U Mobile
- 24/8/2023**
GCC Briefing with Maxis
- 8/11/2023**
GCC Briefing with redONE



GCC Briefing at Maxis



GCC Briefing at CelcomDigi



GCC Briefing at U Mobile



GCC Briefing at TIME dotCom

KEY OBJECTIVES OF THE GCC BRIEFING



ENHANCING AWARENESS

The primary goal of the briefing was to ensure that service providers are fully aware of the new features, functionalities, and improvements incorporated into the latest version of GCC.



KNOWLEDGE TRANSFER

CFM aimed to facilitate seamless knowledge transfer by providing in-depth information on the enhancements made to GCC. This, in turn, enables service providers to adapt quickly and efficiently to the changes.



ADDRESSING QUERIES AND CONCERNS

The briefing also served as a platform for service providers to raise any questions or concerns they may have had regarding the latest version of GCC.



CFM's GCC briefing was instrumental in achieving its objectives of improving awareness, facilitating knowledge transfer, and addressing queries from the public on telecommunication services. Our service providers must be well-equipped with the latest information to ensure continued delivery of high-quality services.

CCMD ACTIVITIES IN 2023

JAN	Date	Activites
	4 Jan	Meeting – Mitigation Session with Maxis and Complainant
	11 Jan	Discussion – Knowledge Sharing Session on 5G with YTL
	16 Jan	Meeting – Complaint Handling with TM, WEBE and MCMC Meeting – Mitigation Session with Digi and Complainant
	17 Jan	Meeting – Complaint Handling with Digi and MCMC
	18 Jan	Meeting – Complaint Handling with U Mobile, YTL and MCMC
	19 Jan	Meeting – Complaint Handling with Maxis and MCMC
	20 Jan	Meeting – Complaint Handling with Celcom, TIME dotCOM and MCMC
	26 Jan	Meeting – Mitigation Session with redONE and Complainant
	27 Jan	Meeting – Complaint Handling with XOX and MCMC

FEB	9 Feb	Meeting – Mitigation Session with Maxis and Complainant
	10 Feb	Meeting - Complaint Handling with Pinggir Armada and MCMC
	14 Feb	General Consumer Code Briefing with TIME dotCom
	22 Feb	Discussion on General Consumer Code with MCMC and Industry
	23 Feb	Meeting – Complaint Handling with Gigabit Fiber
	24 Feb	Meeting – Mitigation Session with Gigabit Fiber and Complainant

MAR

Date	Activites
1 Mar	Meeting – Complaint Handling with redONE Meeting – Mitigation session with Maxis and Complainant
7 Mar	Meeting – User Acceptance Test (UAT) ICMS 2.0 with MCMC
10 Mar	Meeting – Complaint Handling with Pinggir Armada
16 Mar	Meeting – Complaint Handling with redONE Discussion about General Consumer Code with TIME dotCom
17 Mar	Meeting – 5G Related Matters Handling with MCMC and Industry
24 Mar	Meeting – Mitigation session with Celcom and Complainant
27 Mar	Meeting – Complaint Handling with Digi
28-29 Mar	Workshop – MCMC Consumer Care Centre (MCMC 3C) with MCMC
30 Mar	Discussion – Complaint Handling and 5G Services with MCMC

APR

7 Apr	Meeting – Complaint Handling with YES
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MAY

15 May	2Meeting – Complaint Handling with MCMC Selangor State Office
18 May	Briefing – General Consumer Code 2023 with CelcomDigi
22 May	Meeting – Mitigation session with Maxis and Complainant
23 May	Meeting – Complaint Handling with Digi
26 May	Meeting – Complaint Handling with TM
30 May	Meeting – Complaint Handling with TM

JUNE

Date	Activites
12 June	Meeting – Complaint Handling with Pinggir Armada
15 June	Webinar: ‘Understanding 5G Technology & Application’ by MCMC Academy
20 June	Meeting – Complaint Handling with ASTRO
21 June	Meeting – Pre-Mitigation session with Maxis
22 June	Meeting – Mitigation session with MAXIS and Complainant
23 June	Meeting – Complaint Portal ICMS 2.0 with MCMC and Industry
27 June	Briefing – General Consumer Code 2023 with ASTRO

JULY

5 July	Meeting – Pre-mitigation Meeting with Maxis
7 July	Meeting – Complaint Management Meeting with Ombudsman for Financial Services (OFS)
11 July	Meeting – Mitigation session with Maxis and Complainant
12 July	Meeting – ICMS 2.0 Workshop with MCMC
17 July	Meeting – Complaint Handling meeting with Tribunal Tuntutan Pengguna Malaysia (TTPM)
18 July	Knowledge Sharing Session with ASTRO Meeting – Mitigation session with Digi and Complainant
20 July	Meeting – MCMC 3C meeting with MCMC
25 July	Meeting – Knowledge Sharing with MCMC Parliamentary Affairs
28 July	Meeting – Pre-mitigation session with Maxis

AUG

Date	Activites
2 Aug	Meeting – Mitigation session with Maxis and Complainant
3 Aug	Seminar – Industry Engagement for CS with Postal Forum
9 Aug	General Consumer Code Briefing with U Mobile
24 Aug	General Consumer Code Briefing with Maxis

SEPT

12 Sept	Meeting – Workshop on the Digital Economy Rapid Execution Team
19 Sept	Meeting – Complaint Handling with Biro Pengaduan Awam (BPA)
26 Sept	Meeting – Discussion on Kaunter Aduan MCMC with Parliamentary Affair MCMC

OCT

26 Oct	Meeting – Jawatankuasa Pengurusan Aduan Sektor Telekomunikasi
31 Oct	Meeting – Complaint Handling with MCMC Consumer Protection Department

NOV

8 Nov	Briefing on General Consumer Code with redONE Discussion with MCMC State Offices and Consumer Protection Department
16 Nov	Meeting – MCMC Consumer Care Center with SuperCeed
20 – 22 Nov	Meeting with MCMC State Offices and Consumer Protection Department

DEC

Date	Activites
6 Dec	Discussion - Sub-Code for General Consumer Codewith CelcomDigi
8 Dec	Meeting – Complaint Handling with TM
14 Dec	Meeting – Complaint Handling with TM
15 Dec	Meeting – Focus Group Discussion on Consumer Protection framework and Guidelines for Registration of End-user for Postpaid Public Cellular Services (PCS) with MCMC
18 Dec	Meeting – Mitigation session with TM and Complainant
19 Dec	Meeting – Complaint Handling with Gigabit Fiber
20 Dec	Meeting – Pre-Mitigation Meeting with Gigabit Fiber
27 Dec	Meeting – Complaint Handling with redONE





COMMUNICATIONS AND PUBLIC RELATIONS

CONSUMER ENGAGEMENT

The Communications and Public Relations in CFM is tasked to create awareness and educate the public through a series of advocacy programmes, promote and publicise CFM initiatives, and ensure greater visibility and presence in media and social media platforms. In 2023, CFM has participated in 14 engagements including booth activities, pocket talks, and knowledge-sharing sessions on consumer-related issues and programmes.

Date	Organiser	Information
18 Feb	NSSO, MCMC	“Klik Dengan Bijak” Program at Kolej Vokasional, Port Dickson, Negeri Sembilan
2 - 4 June	MCMC	“Majlis Prapelancaran Komuniti MADANI” in Penang
24 – 25 June	MCMC	“Kita Madani” Program in Kota Bharu, Kelantan
6 July	NSSO, MCMC	“Kita Madani” Program in Labu, Negeri Sembilan
9 July	MCMC	“Hari Bersama Komuniti Pusat Ekonomi Digital” at PeDI Kanchong Darat, Banting
15 July	MCMC	“Kaji Selidik Atas Talian bersempena Program Kita Madani” at Ipoh, Perak
28 – 30 July	MCMC	“Kembara Rihuh” Program at Kuala Kubu Bharu, Selangor
5 – 6 Aug	MCMC	“Kembara Rihuh” at Juru Auto City, Penang
12 -14 Oct	MCMC	Smart Melaka International Conference and Expo 2023
19 Oct	MCMC	“Klik Dengan Bijak” Carnival in Conjunction with Certification Handover Ceremony for Malaysia ICT Volunteers (MIV)
23 - 25 Oct	MCMC	Complaint Counter with MCMC at the Parliament Building
28 - 30 Nov	Penang State Office, MCMC	Complaint Counter with MCMC at Penang State Legislative Assembly
29 Nov	MCMC	CFM’s Booth at PeDI Conference, PICC, Putrajaya
9 - 10 Dec	MCMC	“Program Setahun Bersama Kerajaan MADANI” at Bukit Jalil National Stadium

Table 3.0: List of Activities Participated by CFM in 2023

MEDIA ENGAGEMENT

CFM made media appearances, beginning with the CFM Chairman’s interview with Bernama TV on 31 October 2023. He spoke about “Kemudaratan Dalam Talian: Penjualan Tidak Sah”. On 12 December 2023, Suara Sarawak covered CFM Rangers and published a news story entitled, “Kumpul Maklumat Isu Telekomunikasi.”



Image 3.0: Media Coverage by Suara Sarawak on CFM Rangers initiative in Julau, Sarawak on 12 December 2023

Meanwhile, CFM websites i.e. www.cfm.my and www.consumerinfo.my have garnered over 80,000 page views in 2023 through various engaging publications of articles and information made available online.

SOCIAL MEDIA ENGAGEMENT

On the Social Media front, CFM was active on Facebook, Instagram, and X platforms. In 2023, CFM posted a total of 64 postings on Facebook, which was also reflected in Instagram and X Platform.



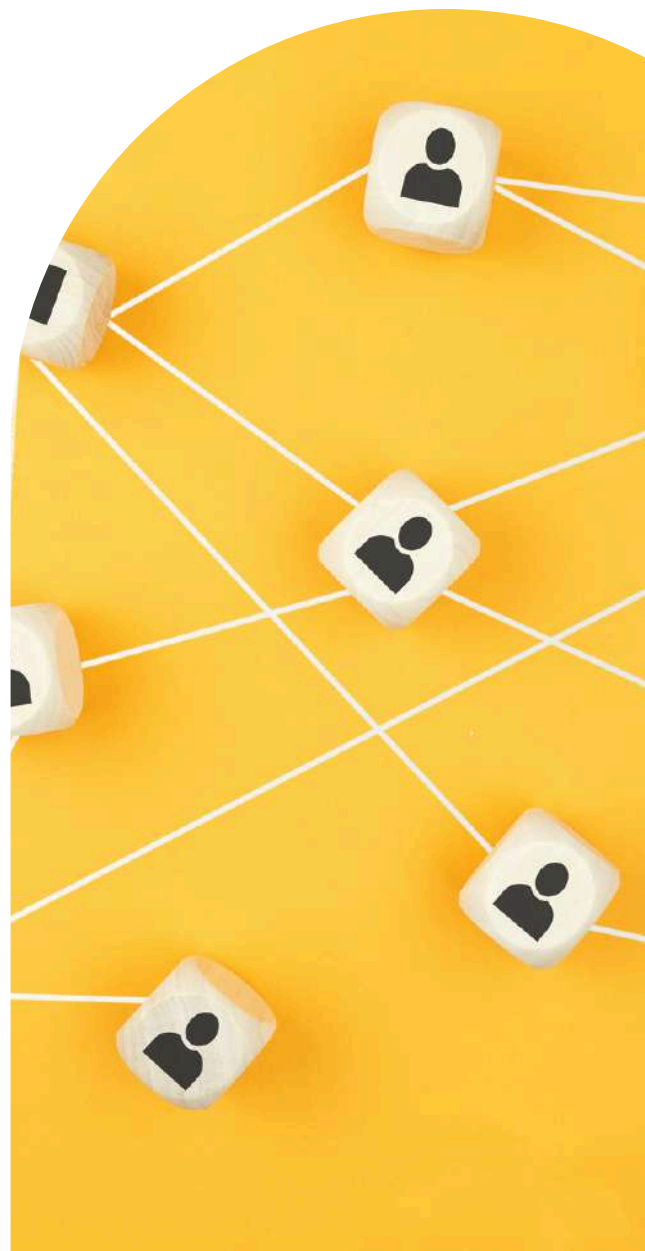
59.1 K
Followers



5.2 K
Followers



2,254
Followers

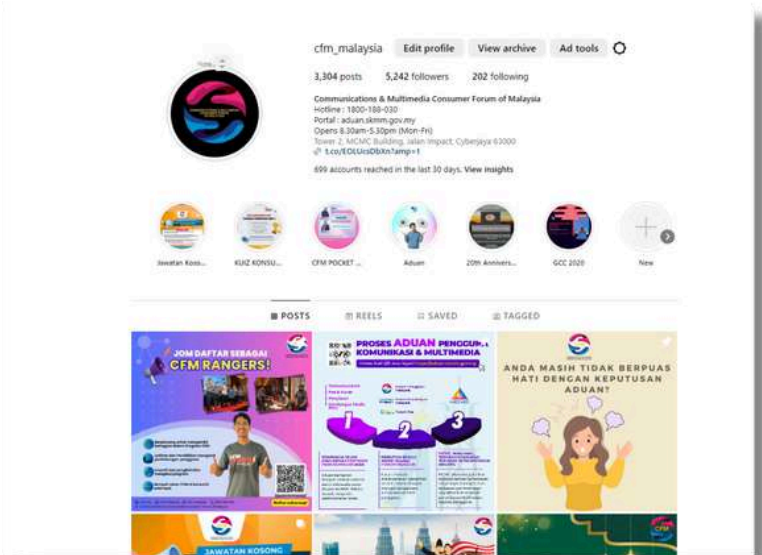


The following is the look and feel of CFM's official social media accounts:

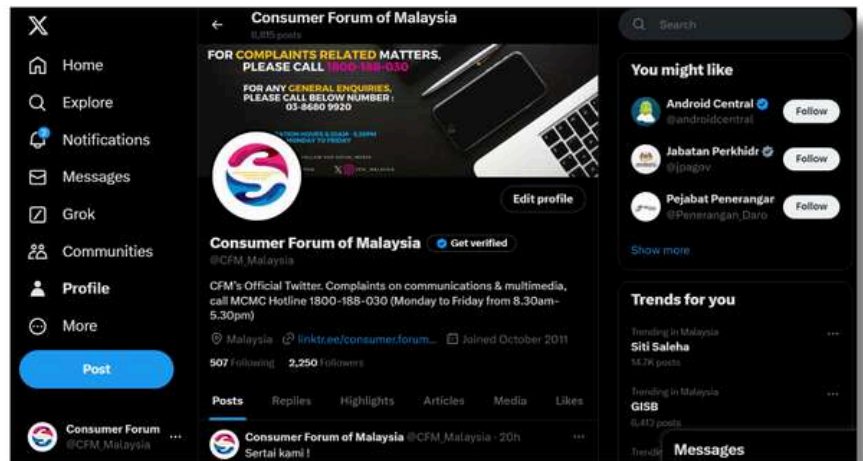
FACEBOOK
@CONSUMER & MULTIMEDIA
CONSUMER FORUM OF MALAYSIA



INSTAGRAM
@cfm_malaysia



TWITTER
@CFM_Malaysia



SOCIAL MEDIA REPORT



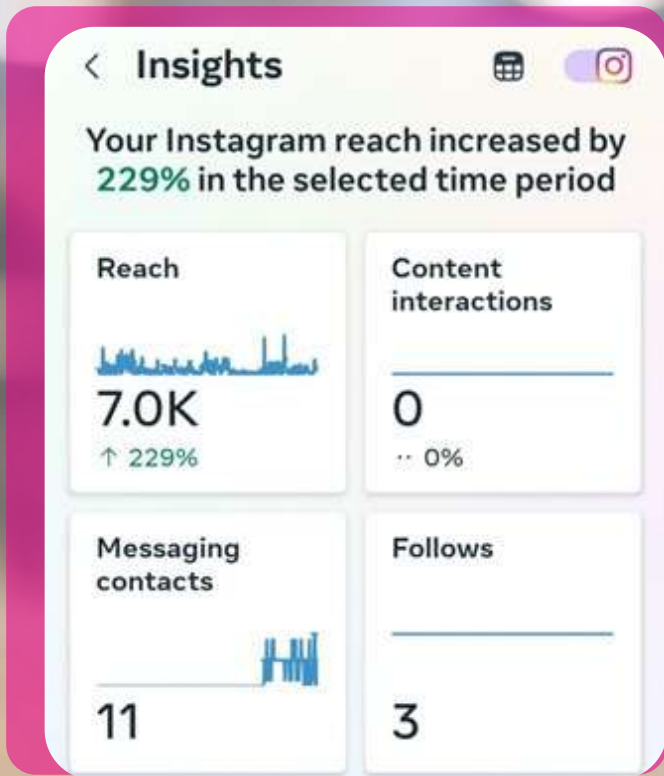
Demographics

Based on lifetime followers

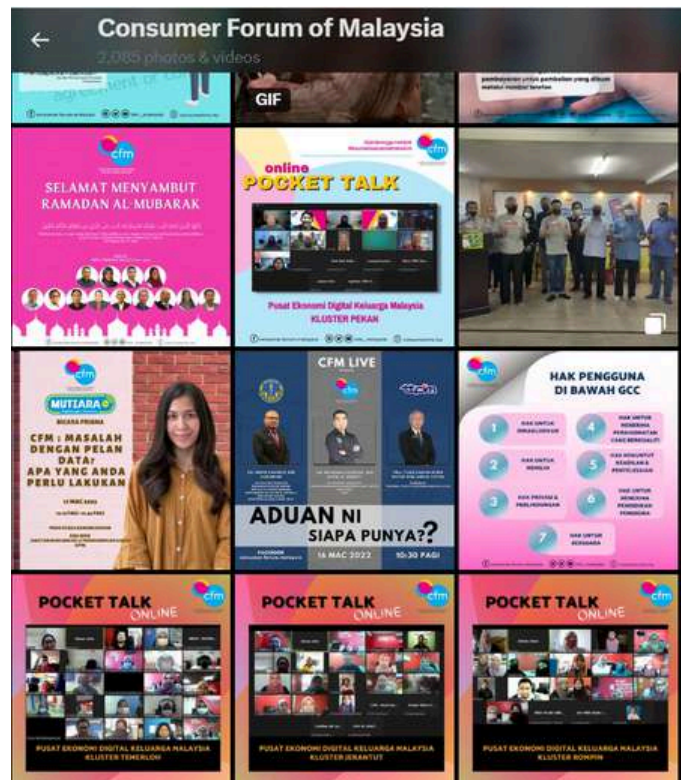
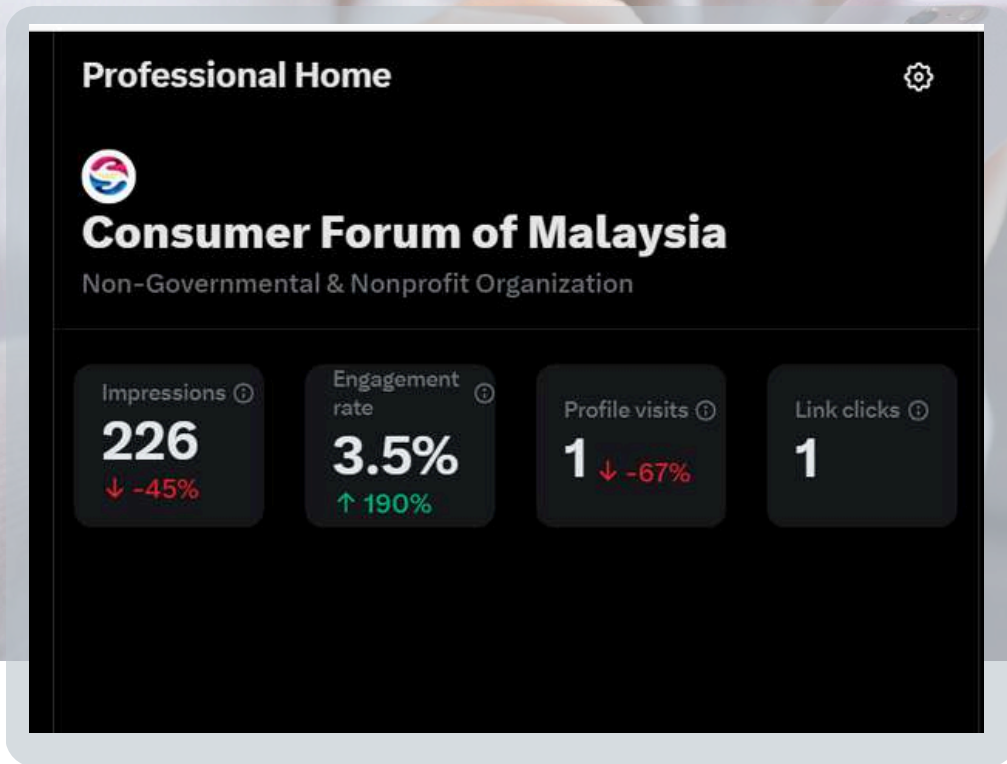
Top cities



SOCIAL MEDIA REPORT



SOCIAL MEDIA REPORT



SOCIAL MEDIA POSTINGS (JAN-DEC 2023)

Month	Posting
7 Jan	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0enr2hnz72c72nm8PPbrnYWfBfuEErr9Hxx43u3ammNhDeQhxjFQRAGxdLGjY8fBq
15 Jan	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid031ZS28mAyg2qU9d8aPmWPDooesAHgr3yJaTvqkF6kcdJBt8uwFA8eiV9YLnJbNoCml
17 Jan	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0KLpDiSKyu9XrJfCaERoWztMMrfEMgzTD6odkdrL6dzoCxNmf8oCHnYjnio9AqJhSl
23 Jan	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0rF4YvRHPNVCp2EJ9bVc2LcBVHnGxro2mUo673tRkkc3LWcaxHEGUwTkQaZZbpDCEI
27 Jan	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0QendDxgRuHrT8KQwvfiShizmtAcieRA4U5c8MoLzJqtfZzEJjCEZ6mfuU28Cdz6l
28 Jan	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0ZM1cW9a5rwZXShYdHaChRn6BjwMQNXV8qmAT93wNXT6K4ojV85C3sf9M3foaFoVHL
1 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02MvTgHBmfdHsuijHnNVg1iTqMLPX1tLNz5qFHXYGz8kdsbd5aEbPTZhPUdNQgrdfGI
3 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0kK5XF6apThrMN919AYEWcyoU8SXWuwzgCQ5hMT8FUwtHYTEKekXxmB8fpn65ADHpl
16 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0KRec9ftg3L6N1T3e1mL9onUWqouCrw59KEYhTuMVKPdtDSMiS3hhfQkNKMRFQeFUI
16 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid035CnNtUabCYxRQ4Y9TupUjB6Ju2Y1SbTE472TYm3kgrt4Kg3x1fMp3rabT6jzeZFBi
18 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02ZRxDytiBpZtryKg4qoMZgFnxqzcg9KZvLjAhiE3Fkpa6g2QGQivN9e7ERZBNfysl
19 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02xu3BsJyN6B2i3R8881ox7P7P1GzdxaUMBpdSTSKZG8TydwXBHnaXbpvsRmL3NDSnl
24 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0oa82K9foJtMJeQQ19GdaoyS2DdNMPSt57YFnHMh6X8Cv4AtHohqAfbcxQGGrmE1pal
27 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid037G9eHzWFucsNzC4EDtWFrTKaaJsDGZQMW5FKgddLefEihs78vcKRdHwURkUVv7iel https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0PFM1F61AdWT7TBUiNjoV25VRhx3Ze3U798cxZ14RRdRQryZ6P3fQcSKtddMsftp6l

Month	Posting
28 Feb	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0DMmrkg8ppqJ6PZDRvbCPhUSULNXoT1NvpP9ss2vjuGXw9aX8ZizcBJbj7TeRW8GNUI
7 March	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02uhvv4sB5P4UHEvQY1w65kGbcNSVrfw1XDxDjp6AdMKMrtPXduWUeykruymM1hLXQl
14 March	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0K15cVxCBsY27UGE4Xibfb1rTkJeSizC4XVUR1rAy2mdJ1wWcCPZbhAzq85LNsU6Wl
8 April	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0kpLz6o9n7B6ftaMvWKXNSqYWJir7W85woHbFm1mhGsjrzwuWNwQcYTAUrhXMivZ9l
8 May	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0SMeeX5NSDHftzMR8F98dHN3n8GjYD2RSDjxBAW4YZMBUQaeomN3teFEBpp2GhByVl
10 May	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0SMeeX5NSDHftzMR8F98dHN3n8GjYD2RSDjxBAW4YZMBUQaeomN3teFEBpp2GhByVl
2 June	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0E87SSLrgbPsg6oE9XjzszUcEw9jmmkDNATGWfFehDUmhcWzX7tsttKcHrHNuqNEMl
3 June	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0fUWu5pyAKnLWBp2Hj4MWghvzJcfKMNxayj3bFmCdW4zNYo4eRkNMBV3QpHm8H9x9l
21 June	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02pQcF5JAvv91qEN91JRaLwxBeqfmoUHhHL9y9g9JVgUjiiGsofrPvq42bFHZ8yasyI
24 June	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid03uRqPhYtB2ybmE6qL2vbpfGoc35fCbRzbWCTvZiwPvnWd5XwiQeAng5LMCacgQr1l
27 July	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02ZRxDytiBpZtryKg4qoMZgFnxqzcg9KZvLjAhiE3Fkpa6g2QGQiVN9e7ERZBNfysl
28 July	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02CrWraLpLnnKrZHBsFq6cfcE4cUAWsDdyhr7QpDo9ocCtCkx9pbKPzmskgUVL6wQSI
2 August	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0qdcEz5CX8ndKZQjQkS9kFsSKwQiS9kWdKrPxPs3ikTPS1wwjQTDwRC1Kmy5nmpwJl
4 August	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid037QF4ou8AKSbEj9wKzWph4vJMvzet7AvhxTkTyB1rzVvsAURS4eVD7TcCJsKRiFVgl

Month	Posting
5 August	https://www.facebook.com/consumer.forum.malaysia/posts/pfbidODMmrkg8pqJ6PZDRv_bCPhUSULNXoT1NvpP9ss2vjuGXw9aX8ZizcBj7TeRW8GNUl
	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02FB4eVjZz4UJVUtS7_ZwLSpzDr5fkv5Uw54rZ3TQApG7tDif897BXDmgDYccNXyzm1l
19 August	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02LqZsyMp4bNhsKM9_2Xbu1iS7gEP26kknKGRymwbSS45zrULFsZpqo2WsTRbBWtU1HI
8 September	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid09aVso9zTyFCm48fko_iCc3fXRGw8PcNMVaaNvMkqsQR8vjKn7hrYMAKvCiiLM4GXil
12 October	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02nPLVPgeiJgRAMds_mbbPmDFxRVjWxeronptAP6drGXiPuvYR9eHSZ18Hv3E2c14Hjl
13 October	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02tok4knJC3fwvbHrjR_SY9L6fYydfLTHKTERrFGzRLGyRxRyFzCzFG8Kgjmp6pEHVLI
14 October	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0Ft8jRgqv9nJfF4XDjo7_sCJPu4FeRmyitnhQbJ18ZvwnRfFsEPdYMqzfv8GaKHGRI
19 October	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0Uhxsi4LuH71iGcwTgc_8cM7ZuELnCcsoPg2GBg746Xh2zzaCRPYQUarV5yDh69dcyl
24 October	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02bvnRJ4rS9GqA3vU_YiXbzqqP1PCxAdH15J8bnhGiDFDHAGWnbmCqdB2UasJgRYVbsl
25 October	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0io5FrRGfLXSbX3tUzj_NsGjmABx8tAQ1nSZ4GLKpBRkJ82dWzekoDhxeJJJeXQZPzvl
	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid05mTUzxQcx79BEFTV8J_nAdBlj1fNpwnRrUjSPQxq3WwoGe2dh2FBLKYTqTqegpxnjl
29 October	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0TwBrkxuJeU3vbK9Ag_2WGfuoKySS7VSXKpVD7oVAaUTEmdwUqvRTBgDBUsWgzYwl
6 November	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0MU418WJmDKiaxyiu_pS3yRkj7YTs3DoiksadpQeLGUEvC3JG9pEm4uZRJBbJXZHHwl
9 November	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid044Wm3ou1XTURbdR_VjiD8cWQPwf8D5aDZWYMemW4cfR1ZfeCfqXKKJ7nEtf6NGxCFI
12 November	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0BmWasL2ZLrRbc3U6x_GwzcCGUMpGTaBGpjYSvCdiFDhjD3yQ2t6nwGTxQywyesMJDI

Month	Posting
17 November	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02btvnf6JU3BsDwL4k47XNCs85Rx3XiGH96RgqeNkE1ECF38tme6dzetwzjCAPBiCXI
24 November	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0v1XihykYPHashZMBm_xk5hNTiXLP1cbZLcTS1Af8tXHRASCZvKMkKB4SCbcr9GwWoDI
26 November	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02AU3bt4c8QaMHtxBes_Lw47DftFGsbmqCtSrohUenASdHrRjFisRmXXJ1TU2tTTQFMI
5 December	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02FwDTunBHQddzLimU_s334QHFJ7UzassX3YF1NqZio4pZMx5xycPvh7PC2bhsGMUoYI
9 December	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0dRjuH1ywQufNHx32d6_UMXKH44akAP4Mztc8Ne86xibFNvDEtcUTNFnubEEQWng2al
13 December	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02Lgrvg5VLMqn4Z5BVXtguotQnYxVMFqshs6qqkYX7huveFCFmXmdU4aCmHT8V3YMrI
	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid025RH1WeLtd85qqu54KgCzC5WHCypML73Gp4SkTEWtZ7nF8XCmxZVLyW9ko8dDWV85I
	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid02HK3jJhFSCwrkdWczx_SF3xBu4CBeiutAUzCZBjUeSiNActAGisEScuqmYdHxLMPtul
14 December	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0hB4w4KuSsL3ve7496P_uj6527RBPi1LiBUGzXvsLMjzivDVfPQME75UW2vvYUZepZI
	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0cFNhe9X2FXHg828b8_Q5rHGSAUzH4v57AcvCWxJAXW1dFEBrkBYtYd3WkoZzAa1SRI
	https://www.facebook.com/consumer.forum.malaysia/posts/pfbid0R8bgzqCizpi3QuYbiDn_rtFsMPHr4x2J5edg9mg3FdMyEi5g7YJy97CLg5T2gMfKUI

POLICY AND STAKEHOLDER AFFAIRS



The Policy and Stakeholder Affairs (PSAD) department plays a vital role in managing CFM's internal and external stakeholders, fostering seamless communication and engagement with key entities such as the Ministry of Communications, the Malaysian Communications & Multimedia Commission (MCMC), relevant organisations, Council Members and CFM Members from both Demand and Supply sides. Additionally, PSAD supports the Secretary by coordinating strategic meetings with Office Bearers and Council Members, while overseeing CFM membership management to ensure effective collaboration and representation with Members.

OFFICE BEARERS MEETING

Date	Mode	Activities
12 Jan	Physical	Office Bearers Meeting (01/2023)
12 Apr	Physical	Office Bearers Meeting (02/2023)
21 Sept	Hybrid	Office Bearers Meeting (03/2023)
4 Oct	Physical	Office Bearers Meeting (04/2023)
6 Dec	Hybrid	Office Bearers Meeting (05/2023)

COUNCIL MEETING

Date	Mode	Activities
27 July	Hybrid	Council Meeting (01/2023)
4 Nov	Physical	Council Meeting (02/2023)

ANNUAL GENERAL MEETING

Date	Activities
13 Sept	Annual General Meeting at Center of Excellence, MCMC

ANNUAL GENERAL MEETING 2023

CFM held its 22nd Annual General Meeting (AGM) on 13 September 2023 at MCMC Centre of Excellence (CoE), attended by 31 members. The AGM welcomed 15 Demand Members, 12 Supply Members, and 4 Associated Members. The 2023 AGM marked a significant voting year and it was a Supply year, during which a Supply Member was elected as the Chairman. En. Megat Ishak Bin Ma'amunor Rashid from RedONE Network Sdn Bhd was elected as the new Chairman. Despite a competitive election featuring qualified and eligible candidates, CFM welcomed the newly elected line-up of Council Members for the term 2023 to 2025.



Image 4.0: Newly Elected Line-up of Council Members for the Term 2023 to 2025.

Standing : Dr.Elistina Abu Bakar (MACFEA), Azlinda Zainal Abidin (ASTRO), Hashima Hasbullah (CFOS)
(From Left) Mahfuzah Azahari (MAXIS), Mohamed Kadri Mohamed Taib (ASA), Mohamad Sirajuddin Jalil (MCCA),
Wan Azad Wan Mohamad (DIGI) and Md Zakir Bajuri (TIME)
Seated : Shawn Ng (MMTA), Megat Ishak Ma'amunor Rashid (REDONE), Zolkiflee Md Salleh (PKPM)
(From Left) and Azizan Afandi (TM)

In line with standard AGM practice, the Minutes of the 21st Annual General Meeting (2022) were presented for approval by the attending members. The 2022 Financial Statement was also shared, followed by members' discussions who offered ideas and suggestions for future activities.

As per practice, CFM members voted to elect an auditor for the upcoming year, with the majority agreeing to retain Ali Shah Hashim & Co. as the auditor for 2024. The attendees provided constructive and positive feedback aimed at enhancing the overall benefit of CFM, consumers, and stakeholders within the Communications and Multimedia industry.

“31 Members of CFM who attended the AGM discussed and deliberated future activities of the forum.”

MEMBERSHIP REPORT

One of CFM's core functions is to invite, collect, and synthesise public opinions and consumer perspectives, while promoting awareness within both the public and industry. Service Providers who obtain a license are encouraged to join CFM as Supply-side members. On the other hand, the public can engage through consumer associations and education institutions as Demand-side members. Additionally, individuals passionate about consumer issues are welcome to join as Associate members, contributing valuable insights to the Forum.

As members of CFM, organisations are required to adhere to the rules outlined in the Constitution of Communication and Multimedia Consumer Forum of Malaysia.

CATEGORIES OF MEMBERS

There are two (2) types of membership available in CFM:

- **Ordinary Membership**
Open to any corporation, organisation, or association, which falls within the definition of Demand Side Members or Supply Side Members according to Article 3 of CFM's Constitution.
- **Associate Membership**
Open to individual(s) or any organisation or corporation as approved by the Council from time to time, which does not qualify to be an Ordinary Member under Article 6(c).

BECOMING A MEMBER

Information and membership forms can be obtained from the corporate website or by sending an email to secretary@cfm.my.

SUBSCRIPTION FEES

Criteria	Ordinary Supply Member	Ordinary Demand Member	Associate Member (Organisation)	Associate Member (Individual)
Entrance Fee (RM)	1000.00	10.00	100.00	10.00
Annual Subscription (RM)	3000.00	30.00	200.00	20.00

BENEFITS OF MEMBERSHIP

- Opportunity to provide input and feedback to the formulation of new industry codes, and revision of the existing codes. CFM allows the members access to participate in the drafting, developing, and preparing of codes that protect the rights of consumers according to the provision of the Communications and Multimedia Act 1998 (CMA 98). CFM allows for a neutral platform for members to discuss issues and best practices in terms of complaints management and resolutions in the CMA 98.
- Updates on industry-related complaint statistics.
- Allows members to participate in ground events such as knowledge-sharing sessions, booth exhibitions, and celebrations.

POLICY AND STAKEHOLDER AFFAIRS' STAKEHOLDER ENGAGEMENT IN 2023



Image 4.1 : A Visit to Ombudsman for Financial Services on 7 July 2023

CFM RANGERS

The CFM Rangers is a voluntary initiative introduced in December 2022. The rangers are expected to be CFM “Rakan Komuniti” in creating, educating, and empowering the public within their community on consumer rights, particularly on communications and multimedia issues.

The CFM Rangers are volunteers who are Malaysians aged 18 and above. CFM has received over 100 students registered from public and private institutions such as Universiti Putra Malaysia (UPM), Universiti Kebangsaan Malaysia (UKM), University College of Agroscience Malaysia (UCAM), and Advanced Technology Training Center (ADTEC) Shah Alam. These students have also participated in numerous “Program Kita MADANI” organised by the Ministry of Communications.

Between 23 to 25 October 2023, CFM set up a complaint counter at the Parliament along with MCMC to address consumer complaints related to the GCC. CFM took the opportunity to promote the idea of CFM Rangers to the Members of Parliament (MPs) by establishing a volunteer base in every state, collating communications and multimedia issues within the vicinity, thus empowering these communities with the knowledge and tools to address their concerns effectively. Many MPs expressed interest and have extended invitations to CFM to set up CFM Rangers in their constituencies.



23 - 25 October 2023
Engagement with Member of Parliament at the Parliament Building in Kuala Lumpur.

Following that, the CFM Rangers organised and participated in an outreach program in Julau, Sarawak on 11 December 2023. The program received encouraging feedback from the audiences and the news coverage was featured in the Suara Sarawak newspaper.

1



24 June 2023
 "Program Kita Madani" - Kota Bharu,
 Kelantan

2



28- 30 July 2023
 "Kembara Rihuh 2023" - Kuala Kubu Bharu,
 Selangor

3



4- 6 August 2023
 " Kita Madani" - Juru Auto City, Penang

4



11 December 2023
 CFM Rangers Briefing at Pejabat Parliament
 Bahagian Julau, Sarawak



AUDITED FINANCIAL REPORT

AUDITED ACCOUNTS	
	ORIGINAL CLIENT
/	ORIGINAL AUDIT
	ORIGINAL ROC
	ORIGINAL IHDN
	ORIGINAL MINUTE BK
	ORIGINAL TAX



2023 ANNUAL REPORT

CONSUMER FORUM OF MALAYSIA (FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA)

(PPM-011-14-13022001)

(A society registered in Malaysia)

STATUTORY FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2023

ALI SHAH HASHIM & CO

(AF: 001882)

Chartered Accountants

REGISTRATION NO.: PPM-011-14-13022001

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)**

(A society registered in Malaysia)

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023**

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CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)

COUNCILLORS' REPORT

The Councillors hereby present their report and the audited financial statements of the Consumer Forum of Malaysia ("the Forum") for year the year ended 31 December 2023.

PRINCIPAL ACTIVITY

The principal activity of the Forum is to promote the national policy objectives for the communication and multimedia industry as enshrined in the Communication and Multimedia Act 1998. There has been no significant change in this activity during the year.

FINANCIAL RESULT

	2023	2022
	RM	RM
Profit/(Loss) of income against expenditure, after taxation	1,591,243	(1,462,884)
Accumulated fund brought forward	<u>369,170</u>	<u>1,832,054</u>
Accumulated fund carried forward	<u>1,960,413</u>	<u>369,170</u>

RESERVES AND PROVISIONS

There were no material transfers to or from reserves or provisions during the financial year.

BAD AND DOUBTFUL DEBTS

Before the financial statements of the Forum were made out, the Councillors took reasonable steps to ascertain that action had been taken in relation to the writing off of bad debts and the making of provision for doubtful debts and are satisfied that all known bad debts had been written off and that adequate provision had been made for doubtful debts.

At the date of this report, the Councillors are not aware of any circumstances that would render the amount written off for bad debts or the amount of the provision for doubtful debts in the financial statements of the Forum inadequate to any substantial extent.

CURRENT ASSETS

Before the financial statements of the Forum were made out, the Councillors took reasonable steps to ascertain whether any current assets, other than debts, which were unlikely to realise in the ordinary course of business their value as shown in the accounting records of the Forum and to the extent so ascertained were written down to an amount that they might be expected so to realise.

At the date of this report, the Councillors are not aware of any circumstances that would render the values attributed to current assets in the financial statements of the Forum misleading.

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

VALUATION METHOD

At the date of this report, the Councillors are not aware of any circumstances which have arisen which render adherence to the existing method of valuation of assets or liabilities in the financial statements of the Forum misleading or inappropriate.

CONTINGENT AND OTHER LIABILITIES

At the date of this report there does not exist: -

- (i) any charge on the assets of the Forum that has arisen since the end of the financial year which secures the liabilities of any other person; or
- (ii) any contingent liability in respect of the Forum that has arisen since the end of the financial year.

No contingent liability or other liability of the Forum has become enforceable, or is likely to become enforceable within the period of twelve months after the end of the financial year which, in the opinion of the Councillors, will or may substantially affect the ability of the Forum to meet its obligations as and when they fall due.

CHANGE OF CIRCUMSTANCES

At the date of this report, the Councillors are not aware of any circumstances, not otherwise dealt with in this report or the financial statements of the Forum, that would render any amount stated in the financial statements misleading.

ITEMS OF AN UNUSUAL NATURE

The results of the operations of the Forum for the financial year were not, in the opinion of the Councillors substantially affected by any item, transaction or event of a material and unusual nature, except as stated in the notes to the financial statements accompanying the financial statements.

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction, or event of a material and unusual nature likely, in the opinion of the Councillors, to affect substantially the results of the operations of the Forum for the financial year in which this report is made.

SUBSEQUENT EVENTS

The significant events subsequent to the financial year are disclosed in the notes to the financial statements.

SIGNIFICANT EVENTS

The significant events during the financial year are disclosed in the notes to the financial statements.

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
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COUNCIL MEMBERS

The Councillors holding office at the date of this report were as follows:

1.	Mailvahanam C. Sundram	Chairman
2.	Zolkiflee Md Salleh	Deputy Chairman
3.	Yap Yoke Har	Secretary
4.	Azizan Afandi	Treasurer
5.	Mahfuzah Azahari	Councillor
6.	Noordiwati Binti Razali	Councillor
7.	Wan Shazrun Hijaz Wan Ahmad Shabari	Councillor
8.	Mazlan Abdul Razak	Councillor
9.	Melisa Siow	Councillor
10.	Mohamad Kadri Mohamed Taib	Councillor
11.	Dr. Elistina Abu Bakar	Councillor
12.	Mohamad Sirajuddin Jalil	Councillor
13.	Nordin Thani	Councillor

COUNCILLORS' REMUNERATION AND BENEFITS

During and at the end of the financial year, no arrangements subsisted to which the Forum is a party with the object of enabling the Councillors to acquire benefits by means of the acquisitions of shares in or debentures of any body corporate.

Since the end of the previous financial year, no Councillor has received or become entitled to receive a benefit (other than a benefit included in the aggregate amount of remuneration received or due and receivable by the Councillors as shown in the financial statements) by reason of a contract by the Forum with the Councillor or with a firm of which he is a member or with a company in which he has a substantial interest.

Details of the Councillors' remuneration during the financial year are disclosed in the statement of comprehensive income of the Forum.

REGISTRATION NO.: PPM-011-14-13022001

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
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INDEMNITY AND INSURANCE COSTS

There were no indemnity given to or insurance effected for any Councillors, officers and auditors of the Forum.

AUDITORS

Details of the auditor's remuneration are disclosed in the income statement of the Forum. The auditors, Ali Shah Hashim & Co. have expressed their willingness to continue in office.

Signed on behalf of the Council in accordance with a resolution of the Council dated 18 APR 2024



MAILVAHANAM C. SUNDRAM
Chairman



AZIZAN BIN AFANDI
Treasurer

Cyberjaya, Selangor


Date: 18 APR 2024

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

STATEMENT BY COUNCILLORS

We, **MAILVAHANAM C. SUNDRAM** and **AZIZAN BIN AFANDI**, being two of the Councillors of the **FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA**, do hereby state on behalf of the Councillors that, in our opinion the financial statements of the Forum are drawn up in accordance with applicable approved accounting standards in Malaysia so as to give a true and fair view of the financial position of the Forum at 31 December 2023 and of their financial performance and statement of cash flows for the year then ended.

On behalf of the Council:



MAILVAHANAM C. SUNDRAM
Chairman



AZIZAN BIN AFANDI
Treasurer

Cyberjaya, Selangor
Date: 18 APR 2024

STATUTORY DECLARATION

1, **AZIZAN BIN AFANDI (NRIC NO.: 740819-01-6005)**, being the Councillor primarily responsible for the accounting records and financial management of **FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA**, do solemnly and sincerely declare that the financial statements of the Forum are to the best of my knowledge and belief, correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declarations Act, 1960.



AZIZAN BIN AFANDI
(NRIC NO.: 740819-01-6005)

Subscribed and solemnly declared by the above named **AZIZAN BIN AFANDI** at Bandar Baru Bangi in the State of Selangor on 18 APR 2024

Before me,



Commissioner for Oaths


PJS: B148
HAZLIN F. MOHAMMED
01/01/2022-31/12/2024
MALAYSIA

NO. 29-2, JALAN 9/9C,
SEKSYEN 9,
43650 BANDAR BARU BANGI,
SELANGOR DARUL EHSAN.

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)**

**STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2023**

	NOTE	2023 RM	2022 RM
PROPERTY, PLANT AND EQUIPMENT	4	27,750	43,945
CURRENT ASSETS			
Other Receivables	5	80,470	28,480
Cash and Bank Balances	6	1,893,013	307,203
		1,973,483	335,683
CURRENT LIABILITIES			
Other Payables	7	40,680	10,458
Tax Payables		140	-
		40,820	10,458
NET CURRENT ASSETS		1,932,663	325,225
		1,960,413	369,170
FINANCED BY :			
Accumulated Funds		369,170	1,832,054
Surplus/(Loss) for Current Year		1,591,243	(1,462,884)
		1,960,413	369,170

(The accompanying notes form an integral part of financial statements)

CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 DECEMBER 2023

	NOTE	2023 RM	2022 RM
REVENUE	9	2,757,941	66,690
COMMUNICATIONS AND PUBLIC RELATION (CPRD)		(62,577)	(266,630)
COMPLAINT AND COMPLIANCE (CCMD)		(97,458)	(43,365)
POLICY AND STAKEHOLDER AFFAIRS (PSAD)		(79,850)	(221,342)
SECRETARIAT ADMINISTRATION (SAD)		(926,633)	(998,237)
TOTAL EXPENSES		(1,166,518)	(1,529,574)
PROFIT/(LOSS) BEFORE TAXATION		1,591,423	(1,462,884)
TAXATION	10	(180)	-
TOTAL COMPREHENSIVE PROFIT/(LOSS) FOR THE YEAR		1,591,243	(1,462,884)

(The accompanying notes form an integral part of financial statements)

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)**

**STATEMENT OF CHANGES IN MEMBERS' FUND
FOR THE YEAR ENDED 31 DECEMBER 2023**

	Retained Profits RM	Total RM
As at 1 January 2022	1,832,054	1,832,054
Total comprehensive loss for the year	(1,462,884)	(1,462,884)
As at 31 December 2022	<u>369,170</u>	<u>369,170</u>
Total comprehensive profit for the year	1,591,243	1,591,243
As at 31 December 2023	<u><u>1,960,413</u></u>	<u><u>1,960,413</u></u>

(The accompanying notes form an integral part of the financial statements)

CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)

STATEMENT OF CASH FLOW
FOR THE YEAR ENDED 31 DECEMBER 2023

	2023 RM	2022 RM
RECEIPTS		
Annual Subscription	59,050	58,230
Grant Received	2,689,600	-
Interest Income	4	11
Recycling Income	701	8,479
Recycling Income - Under Provided Prior Years	1,490	-
TOTAL RECEIPTS	2,750,845	66,720
COMMUNICATIONS AND PUBLIC RELATION (CPRD)		
Advertising and Promotion	-	103,326
Bureau Expenses	-	840
CFM Portal Maintainence	25,949	28,408
CFM Portal Maintainence - Under Provided Prior Years	3,816	-
Expo and Event Management	31,691	81,165
Media Engagement	-	57
Maintenance of Website	-	10,685
Knowledge and Sharing Session	-	45,975
	61,456	270,456
COMPLAINT AND COMPLIANCE (CCMD)		
Call Centre Agent	110,738	-
Complaint Handling	-	765
Knowledge and Sharing Session	-	40,000
Bureau expenses	-	2,600
	110,738	43,365
POLICY AND STAKEHOLDER AFFAIRS (PSAD)		
Annual General Meeting	21,320	38,540
CFM Annual Survey	-	65,900
Corporate Attire	-	4,910
Council Meeting Expenses	700	30,754
General Consumer Code	31,936	780
Grant Expenses	-	10,000
Welfare	-	25,428
Purchase Council Devices	-	18,694
Councilors' and Bureau Expenses	20,259	43,831
Councilors' and Bureau Expenses - Under Provided Prior Years	1,403	-
	75,618	238,837

(The accompanying notes form an integral part of financial statements)

CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)

STATEMENT OF CASH FLOW
FOR THE YEAR ENDED 31 DECEMBER 2023

	2023	2022
	RM	RM
SECRETARIAT ADMINISTRATION (SAD)		
Audit Fee	7,500	8,838
Bank Charges	1,504	1,356
Courier and Postage Charges	121	41
HRDF Levy	4,363	-
Gift and Donation	302	-
IT Registration and Licence	8,445	17,877
Maintenance of Office	8,123	1,064
Maintenance of Motor Vehicle	8,277	693
Retreat Expenses	17,170	17,495
Rental of Office	184,800	-
Rental of Office Equipment	463	5,110
Road Tax and Insurance	2,415	2,516
Service Tax and GST	-	532
Printing and Stationary	680	6,579
EPF, EIS and SOCSO	56,688	103,792
Insurance Premium	20,204	31,075
Medical Expenses	5,072	10,632
Petrol, Toll & Parking	3,814	880
Petrol, Toll & Parking - Under Provided Prior Years	120	-
Penalty and Fine	891	-
Salaries, Wages, Allowances and Bonuses	496,517	750,717
Security Deposit	50,400	-
Utilities Deposit	16,800	-
Transportation	4,872	-
Staff Training	5,715	1,357
Internet, Telephone and Fax	3,595	9,723
Tax Agent Fees	8,332	-
Tax Expenses	40	86
	917,223	970,363
TOTAL PAYMENTS	1,165,035	1,523,021
SURPLUS/(DEFICIT) OF RECEIPTS AGAINST PAYMENTS	1,585,810	(1,456,301)
CASH AND BANK BALANCES BROUGHT FORWARD	307,203	1,763,504
CASH AND BANK BALANCES CARRIED FORWARD	1,893,013	307,203

(The accompanying notes form an integral part of financial statements)

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023**

1. SOCIETY INFORMATION

The financial statements were authorised for issue by the Council of the Consumer Forum of Malaysia (“the Forum”) in accordance with a resolution of the Council on 18 April 2024.

The principal place of business of the Forum is at the Malaysian Communications & Multimedia Commission (MCMC), Centre of Excellence, Jalan Impact, Off Persiaran Multimedia, 63000, Cyberjaya, Selangor Darul Ehsan.

The principal activity of the Forum is to promote the national objective for the Communication and Multimedia Industry as enshrined in the Communications and Multimedia Act 1998.

2. SIGNIFICANT ACCOUNTING POLICIES

a) Basis of preparation

The financial statements of the Forum have been prepared under the historical cost convention unless otherwise indicated in this summary of significant accounting policies. The financial statements comply with the applicable Malaysian Private Entity Reporting Standards and the provisions of the Societies Act, 1966 in Malaysia.

b) Property, plant and equipment and depreciation

i) Recognition and measurement

Property, plant and equipment are measured at cost less accumulated depreciation and accumulated impairment loss.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the asset to the working condition for its intended use, and the costs of dismantling and removing the items and restoring the site on which they are located. When parts of an item of property, plant, and equipment have different useful lives, they are accounted for as separate items (major components) of property, plant and equipment.

ii) Subsequent costs

The cost of replacing part of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that future economic benefits embodied within the part will flow to the Forum and its cost can be measured reliably. The costs of the day-to-day servicing of the property, plant, and equipment are recognised in the statement of comprehensive income as incurred.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**b) Property, plant and equipment and depreciation (Continued)****iii) Disposals**

Gain or loss arising on disposal of an item of property, plant and equipment is determined by comparing the net disposal proceed with the carrying amount of property, plant and equipment and is recognised net within other income in the statement of comprehensive income on the date of disposal.

iv) Depreciation

Depreciation is calculated over the depreciable amount, which is the cost of an asset, or other amount substituted for cost, less its residual value.

Property, plant and equipment under construction are not depreciated. Depreciation on other property, plant and equipment is recognised in the statement of comprehensive income on the reducing balance basis over the estimated useful lives of each part of an item of property, plant and equipment, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset.

The annual rates used for this purpose are as follows:

Computer & software	20%
Furniture & fittings	10%
Motor vehicle	20%
Office equipment	10%
Signage	10%
Website	20%

Depreciation methods, useful lives and residual values are reviewed, and adjusted as appropriate, at each reporting date.

c) Cash and cash equivalents

Cash represents cash and bank balances. Cash equivalents comprise items which are readily convertible to cash with insignificant risk of change in value. For the purposes of the cash flow statements, cash and cash equivalents include cash on hand and at bank, demand deposits and short-term highly liquid investments which have an insignificant risk of changes in value.

d) Financial instruments**i) Receivables**

Receivables are financial assets with fixed or determined payments that are not quoted in an active market. Such assets include the Forum's other receivables, prepayments, as well as cash and cash equivalents.

Receivables are recognised at cost plus any directly attributable transaction costs.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

d) Financial instruments (Continued)

ii) Other financial liabilities

The Forum's other financial liabilities include other payables and accruals.

Such financial liabilities are recognised at cost plus any directly attributable transaction costs.

e) Provisions for liabilities

Provisions are recognised when the Forum has a present legal and constructive obligation as a result of a past event and it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

f) Impairment of assets

i) Financial assets (including receivables)

A financial asset is assessed at each reporting date to determine whether there is objective evidence that it is impaired. A financial asset is impaired if objective evidence indicates that a loss event has occurred after the initial recognition of the assets, and that the loss event had a negative effect on the estimated future cash flows of that assets that can be estimated reliably.

Objective evidence that financial assets are impaired include (although not limited to) the following events: default or delinquency by a debtor, restructuring of an amount due to the Forum on terms that the Forum would not consider otherwise, indications that a debtor or issuer will enter bankruptcy, and the disappearance of an active market for the security.

Financial assets are generally assessed for impairment on an individual basis. However, for certain categories of financial assets, such as trade receivables, assets that are assessed not to be impaired individually are subsequently assessed for impairment on a collective basis based on similar risk characteristics.

Objective evidence of impairment for a portfolio of receivables could include the Forum's past experience of collecting payments, an increase in the number of delayed payments in the portfolio past the average credit period and observable changes in national or local economic conditions that correlate with default on receivables.

All impairment losses are recognised in the statement of comprehensive income.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

f) Impairment of assets (Continued)

ii) Non-financial assets

The carrying amounts of the Forum's non-financial assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the assets recoverable amounts are estimated.

An impairment loss is charged to the statement of comprehensive income in the period in which it arises unless the asset is carried at revalued amount. Any impairment loss of a revalued asset is recognised directly against the revaluation surplus account for that the impairment loss does not exceed the amount held in the revaluation surplus account.

Impairment losses recognised in prior years are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates use to determine the recoverable amount. An impairment loss is reversed to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised. Reversals of impairment losses are recognised in the statement of comprehensive income.

g) Employee benefits

i) Short term benefits

Wages, salaries, paid annual leave and sick leave, bonuses, and non-monetary benefits are accrued in the financial year in which the associated services are rendered by employees of the Forum.

ii) Statutory contribution

The Forum's contribution to statutory pension funds is charged to profit or loss in the financial year to which they relate. Prepaid contributions are recognised as an asset to the extent that a cash refund or a reduction in the future payments is available.

iii) Termination benefits

Termination benefits are recognised as liabilities and expenses only when the Forum is demonstrably committed to terminate the employment of an employee or group of employees before the normal retirement dates or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. If benefits are not expected to be settled wholly within 12 months of the end of the reporting period, then they are discounted.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

h) Revenue recognition

The Forum includes in revenue only the gross inflows of economic benefits received and receivable by the Forum. The amounts collected on behalf of third parties such as sales taxes, goods and services taxes and value added taxes are excluded from revenue.

i) Revenue from service is recognised when:

- a) it is probable that the economic benefits associated with the transaction will flow to the Forum;
- b) the costs incurred or to be incurred in respect of the transaction can be measured reliably; and
- c) upon the delivery of services and acceptance by customers.

ii) Grant from Suruhanjaya Komunikasi dan Multimedia Malaysia

Grant from Suruhanjaya Komunikasi dan Multimedia is recognised when inflows of economic benefits is received.

iii) Membership Fee

Membership fee is recognised when inflows of economic benefits is receivable.

iv) Interest Income

Interest Income is recognised when inflows of economic benefits is received.

v) Other Income

Other income is recognised when inflows of economic benefits is received.

i) Income tax

i) Current tax

Current tax assets and liabilities are measured at the amount expected to be recovered from or paid to the taxation authorities. The tax rates and tax laws used to compute the amount are those that are enacted or substantively enacted by the reporting date.

Current taxes are recognised in the statement of comprehensive income except to the extent that the tax relates to items recognised outside profit or loss, either in other comprehensive income or directly in equity.

ii) Deferred tax

Deferred tax is provided using the liability method on temporary differences at the reporting date between the tax bases of assets and liabilities and their carrying amounts for financial reporting purposes.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

i) Income tax (Continued)

ii) Deferred tax (Continued)

Deferred tax liabilities are recognised for all taxable temporary differences, except where the deferred tax liability arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss.

Deferred tax assets are recognised for all deductible temporary differences, carry forward of unused tax credits and unused tax losses, to the extent that it is probable that taxable profit will be available against which the deductible temporary differences, and the carry forward of unused tax credits and unused tax losses can be utilised except where the deferred tax asset relating to the deductible temporary difference arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss.

The carrying amount of deferred tax assets is reviewed at each reporting date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred tax assets to be utilised. Unrecognised deferred tax assets are reassessed at each reporting date and are recognised to the extent that it has become probable that future taxable profit will allow the deferred tax assets to be utilised.

3. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

The preparation of the Forum's financial statements requires management to make judgements, estimates and assumptions that affect the reported amount of revenues, expenses, assets and liabilities, and the disclosure of contingent liabilities at the reporting date. However, uncertainty about these assumptions and estimates could result in outcomes that could require a material adjustment to the carrying amount of the assets or liability affected in the future.

(i) Estimated Useful Lives of Property, Plant and Equipment

The Forum reviews annually the estimated useful lives of property, plant and equipment based on factors such as business plans and strategies, expected level of usage and future technological developments. Future results of operations could be materially affected by changes in these estimates brought about by changes in the factors mentioned. A reduction in the estimated useful lives of property, plant and equipment would increase the recorded depreciation and decreases the net book value of property, plant and equipment.

(ii) Impairment of Receivable

The Forum assesses at each reporting date whether there is any objective evidence that a financial asset is impaired. To determine whether there is an objective evidence of impairment, the Forum considers factors such as the probability of insolvency or significant financial difficulties of the debtor and default or significant delay in payments.

4. PROPERTY, PLANT AND EQUIPMENT

2023	Motor Vehicle	Furniture and Fittings	Office Equipment	Computer and Software	Councillors' Device	Signage	Website	Total
Cost								
Balance as at 1 January 2023	101,841	20,877	58,144	348,776	25,740	2,748	19,500	577,626
Add: Additions	-	-	-	-	-	-	-	-
Balance as at 31 December 2023	101,841	20,877	58,144	348,776	25,740	2,748	19,500	577,626
Accumulated Depreciation								
Balance as at 1 January 2023	101,840	20,877	53,329	309,650	25,739	2,747	19,499	533,681
Add: Depreciation	-	-	2,284	13,911	-	-	-	16,195
Balance as at 31 December 2023	101,840	20,877	55,613	323,561	25,739	2,747	19,499	549,876
Net book value as at 31 December 2023	1	-	2,531	25,215	1	1	1	27,750

Cost of property, plant and equipment which are fully depreciated in the financial year but still in use by the Forum amounted to RM464,015 (2022: RM404,663).

4. PROPERTY, PLANT AND EQUIPMENT (Continued)

2022	Motor Vehicle	Furniture and Fittings	Office Equipment	Computer and Software	Councillors' Device	Signage	Website	Total
Cost								
Balance as at 1 January 2022	101,841	20,877	58,144	330,082	25,740	2,748	19,500	558,932
Add: Additions	-	-	-	18,694	-	-	-	18,694
Balance as at 31 December 2022	101,841	20,877	58,144	348,776	25,740	2,748	19,500	577,626
Accumulated Depreciation								
Balance as at 1 January 2022	101,840	20,877	50,900	295,573	25,739	2,747	19,499	517,175
Add: Depreciation	-	-	2,429	14,077	-	-	-	16,506
Balance as at 31 December 2022	101,840	20,877	53,329	309,650	25,739	2,747	19,499	533,681
Net book value as at 31 December 2022	1	-	4,815	39,126	1	1	1	43,945

Cost of property, plant and equipment which are fully depreciated in the financial year but still in use by the Forum amounted to RM404,663 (2021: RM404,663).

5. OTHER RECEIVABLES

	2023	2022
	RM	RM
Other Receivables	(10)	(10)
Deposits	80,480	-
Prepayments	-	28,490
	<u>80,470</u>	<u>28,480</u>

6. CASH AND BANK BALANCES

	2023	2022
	RM	RM
Cash at Bank	1,892,867	307,058
Cash in Hand	146	145
	<u>1,893,013</u>	<u>307,203</u>

7. OTHER PAYABLES

	2023	2022
	RM	RM
Other Payables	2,237	4,458
Accruals	38,443	6,000
	<u>40,680</u>	<u>10,458</u>

8. EMPLOYEES BENEFIT

	2023	2022
	RM	RM
Salaries, Wages, Allowances and Bonus	504,754	746,007
EPF, EIS and SOCSO	69,949	103,792
	<u>574,703</u>	<u>849,799</u>

9. REVENUE

	2023 RM	2022 RM
Annual Subscription	59,050	58,200
Grant Received	2,689,600	-
Indemnity Income	7,096	-
Interest Income	4	11
Recycling Income	701	8,479
Recycling Income – Under Provided Prior Years	1,490	-
	<u>2,757,941</u>	<u>66,690</u>

10. TAXATION

	2023 RM	2022 RM
<u>Income Tax Expenses</u>		
Current Year Provision	140	-
Under Provided Prior Years	40	-
	<u>180</u>	<u>-</u>

REGISTRATION NO.: PPM-011-14-13022001

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA)**



Tax | Audit | Advisory

Report on the Financial Statements

Opinion

We have audited the financial statements of CONSUMER FORUM OF MALAYSIA (hereinafter referred to as “the Forum”), which comprises the statement of financial position as at 31 December 2023, and the statement of comprehensive income and retained earnings and statement of cash flow, for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion the accompanying financial statements give a true and fair view of the financial position of the Forum as at 31 December 2023, and of its financial performance and its cash flow for the year then ended in accordance with Malaysian Private Entities Reporting Standards and the requirement of the Societies Act in Malaysia.

Basis for Opinion

We conducted our audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence and Other Ethical Responsibilities

We are independent of the Company in accordance with the By-Laws (on Professional Ethics, Conduct and Practice) of the Malaysian Institute of Accountants (“By-Laws”) and the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (“IESBA Code”), and we have fulfilled our other ethical responsibilities in accordance with the By-Laws and the IESBA Code.

A firm of chartered accountants and approved auditors under the Companies Act 2016, the Cooperatives Act 1993, a member firm of the Malaysian Institute of Accountants

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REGISTRATION NO.: PPM-011-14-13022001



Tax | Audit | Advisory

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA)**

Information Other than the Financial Statements and Auditors' Report Thereon

The Council of the Forum is responsible for the other information. The other information comprises the Council's Report but does not include the financial statements of the Forum and our auditors' report thereon.

In connection with our audit of the financial statements of the Forum, our responsibility is to read the Council's report and, in doing so, consider whether the Council's Report is material inconsistent with the financial statements of the Forum or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the Directors' Report, we are required to report that fact. We have nothing to report in this regard.

Council's Responsibility for the Financial Statements

The Council of the Forum is responsible for the preparation of the financial statements that give a true and fair view in accordance with Malaysian Private Entity Reporting Standards and the Societies Act in Malaysia and for such internal controls as the Council determines are necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements of the Forum, the Council is responsible for assessing the Forum's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Council either intend to liquidate the Forum or to cease operations, or have no realistic alternative but to do so.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements of the Forum as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with approved standards on auditing in Malaysia and International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

REGISTRATION NO.: PPM-011-14-13022001



**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA)**

Tax | Audit | Advisory

Auditors' Responsibilities for the Audit of the Financial Statements (continued)

As part of an audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements of the Forum, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Forum's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Council.
- Conclude on the appropriateness of the Council's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Forum's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements of the Forum or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Forum to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements of the Forum, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Council regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

REGISTRATION NO.: PPM-011-14-13022001

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA)**



Tax | Audit | Advisory

Report on Other Legal and Regulatory Requirements

In accordance with the requirements of the Societies Act in Malaysia, we also report that in our opinion the accounting and other records and the registers required by the Act to be kept by the Forum have been properly kept in accordance with the provision of the Act.

Other Matters

This report is made solely to the members of the Forum, as a body in Malaysia, and for no other purpose. We do not assume responsibility to any other person for the content of this report.

ALI SHAH HASHIM & CO
(AF 001882)
Chartered Accountants

ALISHAH BIN HASHIM
NO. 2698/01/25 (J)
Principal

Cyberjaya, Selangor.

Dated: 18 APR 2024

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)**

**INCOME STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2023**

	2023 RM	2022 RM
INCOME		
Annual Subscription	59,050	58,200
Grant Received	2,689,600	-
Indemnity Income	7,096	-
Interest Income	4	11
Recycling Income	701	8,479
Recycling Income - Under Provided Prior Years	1,490	-
	<u>2,757,941</u>	<u>66,690</u>
EXPENDITURE		
COMMUNICATIONS AND PUBLIC RELATION (CPRD)		
Advertising and Promotion	-	103,081
Bureau CPRD Expenses	-	840
CFM Portal Maintenance	27,221	24,677
CFM Portal Maintenance - Under Provided Prior Years	3,816	-
Expo and Event Management	31,540	81,315
Media Engagement	-	57
Maintenance of Website	-	10,685
Knowledge and Sharing Session	-	45,975
	<u>62,577</u>	<u>266,630</u>
COMPLAINT AND COMPLIANCE (CCMD)		
Complaint Handling	-	765
Knowledge and Sharing Session	-	40,000
Call Centre Agent	97,458	-
Bureau CCMD Expenses	-	2,600
	<u>97,458</u>	<u>43,365</u>
POLICY AND STAKEHOLDER AFFAIRS (PSAD)		
Annual General Meeting	21,320	38,540
CFM Annual Survey	-	65,900
Corporate Attire	-	4,910
Council Meeting Expenses	1,200	30,754
General Consumer Code	31,936	780
Contribution to Demand	-	10,000
Welfare	-	25,428
Councilors' and Bureau PSAD Expenses	23,991	45,030
Councilors' and Bureau PSAD Expenses - Under Provided Prior Years	1,403	-
	<u>79,850</u>	<u>221,342</u>

(For management purpose only)

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)**

**INCOME STATEMENT (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023**

	2023	2022
	RM	RM
SECRETARIAT ADMINISTRATION (SAD)		
Accountancy Fees	9,986	-
Auditors' Remuneration - Current Year	8,345	6,000
Auditors' Remuneration - Under Provided Prior Years	-	8,838
Bank Charges	1,504	1,356
Courier and Postage Charges	121	41
Depreciation of Property, Plant and Equipment	16,195	16,506
EPF, EIS and SOCSO	69,949	103,792
Gift and Donation	302	-
HRDF Levy	4,363	-
Insurance Premium	48,694	44,410
Internet, Telephone and Fax	3,595	9,723
IT Registration and Licence	8,445	17,877
Maintenance of Motor Vehicle	8,277	693
Maintenance of Office	2,836	1,064
Medical Fees	3,889	11,816
Penalty and Fine	891	-
Petrol, Toll & Parking	2,715	880
Petrol, Toll & Parking - Under Provided Prior Years	120	-
Printing and Stationary	730	2,224
Rental of Office	184,800	-
Rental of Office Equipment	463	5,110
Retreat Expenses	17,170	17,495
Road Tax and Insurance	2,415	2,516
Salaries, Wages, Allowances and Bonuses	504,754	746,007
Service Tax and GST	-	532
Staff Training	5,715	1,357
Tax Agent Fees	7,155	-
Tax Agent Fees - Under Provided Prior Years	8,332	-
Transportation	4,872	-
	<u>926,633</u>	<u>998,237</u>
TOTAL EXPENDITURE	1,166,518	1,529,574
NET (LOSS)/PROFIT BEFORE TAXATION	<u>1,591,423</u>	<u>(1,462,884)</u>
Income Tax Charges	(180)	-
NET (LOSS)/PROFIT AFTER TAXATION	<u><u>1,591,243</u></u>	<u><u>(1,462,884)</u></u>

(For management purpose only)



**COMMUNICATIONS AND MULTIMEDIA
CONSUMER FORUM OF MALAYSIA**

Level 5, MCMC Tower 2, Jalan Impact, 63000 Cyberjaya, Selangor

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 [Communications & Multimedia Consumer Forum of Malaysia](https://www.facebook.com/Communications%20%26%20Multimedia%20Consumer%20Forum%20of%20Malaysia)