



PRESS RELEASE

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CFM Welcomes New Leadership at its 24th AGM

KUALA LUMPUR, 13 August 2025 – The Communications and Multimedia Consumer Forum of Malaysia (CFM) held its 24th Annual General Meeting (AGM) at Courtyard Kuala Lumpur South on 13 August 2025, bringing together members representing service providers in the communications and multimedia industry, consumer associations, civil society organisations, public interest groups as well as academicians and individuals.

As the designated industry forum under the Malaysian Communications and Multimedia Commission (MCMC), CFM continues to serve as a neutral platform in educating consumer rights, resolving non-network related disputes between consumers and service providers, as well as ensuring responsible industry practices in accordance with the General Consumer Code (GCC) of Practice for the Communications and Multimedia Industry in Malaysia.

In 2024, the MCMC Consumer Redress Portal recorded a 6% increase in non-network related complaints in 2024 registering 16,704 complaints, as compared to 15,663 complaints in 2023, mainly in the Bill and Charges category. Despite this, CFM achieved a 94% complaint resolution rate within 15 business days by year end, successfully resolving 2,734 out of 3,201 appeal cases. This represents a 9% improvement, from the previous year which marked 85% of complaint resolution rate within 15 business days, reflecting the forum's responsiveness, competence and efficiency in addressing consumer issues.

Aside from managing complaints within its purview, CFM also manages the MCMC Consumer Care Centre (MCMC3C), fielding calls-related to content, postal, network and other consumer issues. 27,709 calls were recorded in 2024, averaging 2,309 calls per month. The MCMC3C achieved exceptional service levels, answering 97.2% of calls within 20 seconds and 99.7% within 40 seconds, underscoring the public's sustained reliance on accessible and timely consumer support channels.

New Council for the term 2025–2027

In accordance with CFM's constitution, the post of CFM chair alternates between the service providers and the consumer associations every two (2) years. The Council Members are also elected from both groups, to ensure a balanced and neutral approach to complaint resolution and the protection of consumer rights.



Council Members elected for the 2025–2027 term is:

Chairman from Malaysia Mobile Technology Association (MMTA), represented by Ms. Yap Yoke Har, supported by Deputy Chairman from TM Technology Services Sdn Bhd (TM Technology), Mr. Azizan Afandi, whilst the council members are:

- Advertising Standards Malaysia Sdn Bhd (ASA)
- International Islamic University Malaysia (IIUM)
- Federation of Malaysian Consumers Association (FOMCA)
- Universiti Telekom Sdn Bhd (MMU)
- Consumers Association of Miri (CAM)
- Measat Broadcast Network Systems Sdn Bhd (ASTRO)
- Maxis Broadband Sdn Bhd (MAXIS)
- CelcomDigi Telecommunications Sdn Bhd (CELCOMDIGI)
- U Mobile Sdn Bhd (U MOBILE)
- TT dotcom Sdn Bhd (TIME)
- Persatuan Kebajikan Pengguna Melaka (PKPM)

In her first address, the newly elected Chairman, Ms. Yap Yoke Har stated:

“I am honoured to serve as Chairman of CFM, representing the voices and needs of our fellow consumers. Our priority will always be to protect and empower the public, ensuring that every Malaysian is informed of their rights, heard by the industry, and treated fairly. Together, we will strengthen engagement with stakeholders, raise awareness of consumer rights, and push for fair and ethical practices in Malaysia’s communications and multimedia industry.”

Meanwhile, the first-ever CFM’s Corporate Video was unveiled at the AGM, and can be viewed at the following link: <https://www.youtube.com/watch?v=gYLubpBL-tI>

CFM’s 2024 Annual Report, themed “*Trusted Mediation, Empowering Consumers*” can also be downloaded at CFM website: <https://cfm.my/wp-content/uploads/2025/07/2024-cfm-annual-report.pdf>

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About CFM

The Communications and Multimedia Consumer Forum of Malaysia (CFM) was established on 13 February 2001 in accordance with the Communications and Multimedia Act 1998 (CMA 1998). CFM is an industry forum that promotes self-regulation through consumer advocacy and the protection of consumer rights within the Communications and Multimedia industry. CFM comprises representatives from both the supply and demand sides of the industry. The supply side includes service providers, while the demand side is represented by consumer associations, educational institutions, and individuals committed to championing consumer rights.

CFM also plays a role in resolving complaints related to communications and multimedia services. If consumers have unresolved issues concerning these services, they are encouraged to submit their complaints through:

MCMC CONSUMER REDRESS PORTAL	https://aduan.mcmc.gov.my (integrated system with MCMC)
MCMC CONSUMER CARE CENTRE (MCMC 3C)	1800 188 030
EMAIL	aduan@cfm.my
WALK-IN	MCMC Tower 2, Jalan Impact, Cyber 6, 63000 Cyberjaya, Selangor.