



# CUSTOMER SERVICE CHARTER

# Introduction

The Customer Service Charter (“the Charter”) sets out our commitment in delivering a high standard of customer service. By this, we will abide by our core values to listen to the Voice of Customers and understand your needs, while building enduring relationships with you by delivering superior products and quality service that meet your expectations. The Charter outlines the type of service we aim to provide, how to contact us and give us feedback, particularly on how we can assist you effectively. Your satisfaction is of utmost importance to us.

## Key Commitments

We will continuously work towards improving the standards of service and our relationship with you will be guided by the following key principles:

### Accountability

- i. All our products and services comply with the relevant laws and regulations of Malaysia.
- ii. We will explain and help you understand the benefits of our products and services that you are interested in, how they work and the risks involved.

### Fairness

- i. We will act fairly and reasonably towards you in a consistent and ethical manner.
- ii. We will act in accordance to a clear set of established procedures to ensure that any dispute will be resolved fairly and quickly. Customer or members of public can contact us via any of the service channels listed at our website at [www.touchngo.com.my](http://www.touchngo.com.my) to lodge a complaint.
- iii. We will as far as possible not discriminate against age or gender and will make available products and services on the same terms to all our customers.

### Privacy and Data Protection

- i. We will treat all your personal information and data as private and confidential and ensure the safety and security of the usage of your information. Your personal information will not be used and/or revealed to any party except for the purpose of communication/dissemination of information related to our products and services and for providing our services to you unless otherwise authorised by you or required by law to do so.

### Reliability

- i. We as a responsible corporate entity will ensure that you enjoy secure and reliable electronic payment system that you can trust.

### Transparency

- i. We will provide you with clear, relevant and timely information to help you make an informed decision about our products and services. Where applicable, a set of Terms and Conditions relating to each product or services will be made readily available to you with all the fees and charges and obligations in the use of products and services highlighted.
- ii. We will inform you, through various channels (e.g. over the internet, by telephone, e-mail or at our Service Counters) of available products and services. You can contact us for more information or to provide feedback through these channels.

*This Customer Service Charter is for information purposes only and is not intended to, and does not, create any legally binding rights or obligations*

2

## Standards of Service

As we work towards improving our standards of service, we aim to provide our service efficiently and effectively. To achieve this, we have set out below the time frames within which you can expect us to deliver the respective services. We recognize that there will always be room for improvements, and as we establish new and better ways of working, we will formalize processes and procedures and include them here in our Customer Service Charter. This Customer Service Charter is for information purposes only and is not intended to, and does not, create any legally binding rights or obligations.

We are committed to make it easy for you to deal with us:	Target/Goal
Serve the majority of customers promptly at all our hubs.	We will serve customer within 5 minutes*  <i>*However there may be certain peak periods whereby the wait time may extend beyond 5minutes</i>
Provide customers with friendly and helpful service at all times.	We will endeavour to provide updated, comprehensive and courteous service through our various service channels.
Answer calls made to our Careline Centre promptly.	We will respond to your call within 3 rings*  <i>*However there may be certain peak periods whereby the wait time may extend beyond 3 rings.</i>
Answer written enquiries made to our Careline Centre promptly.	We will respond within 48-hours* business day.  <i>*However there may be certain peak periods whereby the response time may extend beyond 48-hours</i>
Provide customers with necessary information to make informed decisions.	Where applicable, we will provide updated information and promotion on our products and services through Touch 'n Go website and any other communication channels deemed suitable.
Issuance of replacement card	Replacement card* will be issued instantly over our Service Counters.  <i>*In accordance to our Terms and Conditions.</i>
Issuance of refunds	We shall refund within 30 days*.  <i>*In accordance to our Terms and Conditions.</i>
Time taken to repair SmartTAG	We shall make available your repaired device within 5 weeks*.  <i>*In accordance to our Terms and Conditions.</i>

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We are committed to helping when you need us:	Target/Goal
Resolve counter enquiries/complaints at our Hubs.	<p>We will endeavour to resolve all counter queries made at our hubs on the 'First Contact', provided no follow up is required.</p> <p>If follow up and feedback is required, we will revert to customer no later than five (5) business days from the date enquiry* is made.</p> <p><i>*However, should the enquiry be complex, we will revert within an appropriate timeframe, and keep the customer updated on the progress.</i></p>
Resolve phone enquiries/complaints made to our Careline Centre	<p>We will endeavour to resolve all phone queries made to our Careline Centre on the 'First Contact', provided no follow up is required.</p> <p>If follow up and feedback is required, we will revert to customer no later than five (5) business days from the date enquiry* is made.</p> <p><i>*However, should the enquiry be complex, we will revert within an appropriate timeframe, and keep the customer updated on the progress.</i></p>
Resolve written enquiries/complaints made to our Careline Centre	<p>We will endeavour to resolve all written queries made to our Careline Centre within 48-hours/2 business days, provided no follow up is required.</p> <p>If follow up and feedback is required, we will revert to customer no later than five (5) business days from the date enquiry* is made.</p> <p><i>*However, should the enquiry be complex, we will revert within an appropriate timeframe, and keep the customer updated on the progress.</i></p>

We are committed to listening:	Target/Goal
Resolve customer complaints fairly, consistently and promptly	Aim for 70% customer satisfaction.
Actively seek your feedback and suggestion on how we can better serve you	Aim to provide various avenues and channels for customer feedback.

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We are committed to processing your application promptly.	Target/Goal
Fleet Card Application	We will endeavour to process within 7 working days upon receiving the required complete document and information.
Biz XS Card Application	We will endeavour to process within 10 working days upon receiving the required complete document and information.
Replacement of Fleet & Biz XS Card	We will endeavour to process and courier the replacement card to the Fleet Operator within 14 working days from the date of report.
Bulk/Government Order of Card and Reload Application	We will endeavour to process within 1 – 7 working days upon receiving the required complete document and information.
Online SmartTAG Purchase Application via CimbClicks	We will endeavour to process and courier the SmartTAG unit within 7 working days upon receiving the online application.

If you have any enquiries, concerns or comments please write, call, fax or email to:

**TOUCH 'N GO SDN BHD,**  
 Careline Centre, Customer Service Department  
 Level 7 Tower 6 Avenue 5, Bangsar South, No 8 Jalan Kerinchi  
 59200 Kuala Lumpur

Tel: 03 – 2714 8888 (Careline)  
 Fax: 03 – 2714 8889

e-Customer Service at: [www.touchngo.com.my](http://www.touchngo.com.my)  
 Email: [careline@touchngo.com.my](mailto:careline@touchngo.com.my)

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### Additional avenues of resolving disputes

If you are not satisfied with the outcome of your complaint or how it was handled, you may refer the matter to either of the following bodies who will help to settle the disputes.

BNMLINK	LLM	SPAD
<p>A complaint resolution arm of Bank Negara Malaysia</p> <p>BNMTELELINK 1-300-88-5465 (LINK) (Toll Free) Email: <a href="mailto:bnmtelelink@bnm.gov.my">bnmtelelink@bnm.gov.my</a> Website: <a href="http://www.bnm.gov.my">www.bnm.gov.my</a> Facsimile: 03-2174 1515</p> <p>Laman Informasi Nasihat dan Khidmat (LINK) Ground Floor, Block D Bank Negara Malaysia Jalan Dato' Onn 50490 Kuala Lumpur</p>	<p>A government body to regulate road system in Malaysia to ensure the safety and comfort of the users.</p> <p>LLM Telephone: 1-800-88-7752 (Toll free) Email: <a href="mailto:aduan@llmnet.gov.my">aduan@llmnet.gov.my</a> Website: <a href="http://www.llmnet.gov.my">www.llmnet.gov.my</a> Facsimile: 03-87373555</p> <p>Headquarters Lembaga Lebuhraya Malaysia Wisma Lebuhraya, KM6 Jalan Serdang – Kajang 43000 Kajang, Selangor</p>	<p>A government body to plan, regulate and enforce all matters relating to land matters relating to land public transport within Peninsular Malaysia</p> <p>SPAD Telephone: 1-800-889-600 (Toll free) Email: <a href="mailto:aduan@spad.gov.my">aduan@spad.gov.my</a> Website: <a href="http://www.spad.gov.my">www.spad.gov.my</a> SMS: SPAD Aduan &lt;type complaints&gt; to 15888</p> <p>Headquarters Level 19, 1 Sentral, Jalan Travers Kuala Lumpur Sentral 50470 Kuala Lumpur</p>