


1) **Name of Institution:** Alipay Malaysia Sdn. Bhd.

General info:

Item	Details
Name of institution	<u>Alipay Malaysia Sdn. Bhd.</u>
Logo of institution	 The logo for Alipay, featuring a blue square with a white stylized character, followed by the Chinese characters '支付宝' and the English word 'ALIPAY' below it.
Name of e-money product/ brand	Lazada Wallet
HQ Address	Suite 23-2, Level 23 UOA Corporate Tower Avenue 10, The Vertical Bangsar South City No. 8, Jalan Kerinchi 59200 Kuala Lumpur
HQ Phone Number	+603 27706100
HQ Fax Number	Not available
Website	Lazada Wallet is a network-based e-money instrument that is accessible via the Lazada Malaysia e-commerce platform or Lazada Mobile App for payment of purchases. For any information and details on the Wallet, customers may refer to the Lazada Malaysia website or Lazada Mobile App.

Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	Customer Care, Lazada Malaysia
Address of complaints unit	Lazada Help Centre https://www.lazada.com.my/helpcenter/ Contact by live chat: https://www.lazada.com.my/help/chat
Phone number of complaints unit	+603 2728 6600
Additional phone number to lodge complaint	Not available
Fax number of complaints unit	Not available
Email address of complaints unit	Not available