

1) Name of Institution: BLoyalty Sdn Bhd

**General info:**

Item	Details
Name of institution	BLoyalty Sdn Bhd
Logo of institution	
Name of e-money product/ brand	B Infinite Pay
HQ Address	Level 16, Menara Cosway (Plaza Berjaya) No. 12, Jalan Imbi 55100, Kuala Lumpur
HQ Phone Number	03 – 2148 8585
HQ Fax Number	03 – 2141 0287
Website	<a href="https://www.binfinite.com.my/">https://www.binfinite.com.my/</a>

**Info related to department/unit that handles complaints:**

Item	Details
Name of the department/ unit that handles complaints	Customer Engagement
Address of complaints unit	Level 16, Menara Cosway (Plaza Berjaya) No. 12, Jalan Imbi 55100, Kuala Lumpur
Phone number of complaints unit	03 – 2141 8080
Additional phone number to lodge complaint	03 – 2148 8585
Fax number of complaints unit	03 – 2141 0287
Email address of complaints unit	enquiry@binfinite.com.my