


1) **Name of Institution:** BigPay Malaysia Sdn Bhd

General info:

Item	Details
Name of institution	BigPay Malaysia Sdn Bhd
Logo of institution	
Name of e-money product/ brand	BigPay
HQ Address	Unit 19-02-02 Level 2, Wisma Tune , Lorong Dungun, Bukit Damansara, 50490 Kuala Lumpur
HQ Phone Number	03-2082 0999
HQ Fax Number	03-2082 0990
Website	https://www.bigpayme.com/

Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	Customer Experience
Address of complaints unit	Unit 19-02-02 Level 2, Wisma Tune , Lorong Dungun, Bukit Damansara, 50490 Kuala Lumpur
Phone number of complaints unit	1 300 13 3388 (local) or +603 7662 9200
Additional phone number to lodge complaint	03-2082 0999
Fax number of complaints unit	03-2082 0990
Email address of complaints unit	support.my@bigpayme.com