

1) **Name of Institution:** DIV Services Sdn Bhd

General info:

| Item | Details |
|--------------------------------|--|
| Name of institution | DIV Services Sdn Bhd |
| Logo of institution |  |
| Name of e-money product/ brand | Whalet |
| HQ Address | DIALOG TOWER, No. 15, Jalan PJU 7/5, Mutiara Damansara, 47810 Petaling Jaya, Selangor Darul Ehsan, Malaysia. |
| HQ Phone Number | +603 7720 1999 |
| HQ Fax Number | +603 7725 1484 |
| Website | www.whalet.com.my |

Info related to department/unit that handles complaints:

| Item | Details |
|--|---|
| Name of the department/ unit that handles complaints | Customer Service Department |
| Address of complaints unit | DIV Services Sdn Bhd DIALOG TOWER, Level 3 No. 15, Jalan PJU 7/5, Mutiara Damansara, 47810 Petaling Jaya, Selangor Darul Ehsan, Malaysia. |
| Phone number of complaints unit | +603 7720 1800 |
| Additional phone number to lodge complaint | NA |
| Fax number of complaints unit | +603 7725 1484 |
| Email address of complaints unit | support@whalet.com.my |

