


1) **Name of Institution:** GPay Network (M) Sdn. Bhd.

General info:

Item	Details
Name of institution	GPay Network (M) Sdn. Bhd.
Logo of institution	
Name of e-money product/ brand	GrabPay
HQ Address	Suite B13A-4, Tower B, Level 13A, Northpoint Offices, Mid Valley City, No.1 Medan Syed Putra Utara, 59200 Kuala Lumpur
HQ Phone Number	None
HQ Fax Number	None
Website	www.grab.com/my

Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	Customer Experience
Address of complaints unit	Suite B13A-4, Tower B, Level 13A, Northpoint Offices, Mid Valley City, No.1 Medan Syed Putra Utara, 59200 Kuala Lumpur
Phone number of complaints unit	03-2788 1300
Additional phone number to lodge complaint	None
Fax number of complaints unit	None
Email address of complaints unit	https://help.grab.com/hc/ms