

1) Name of Institution: I-SERVE PAYMENT GATEWAY SDN BHD

General info:

Item	Details
Name of institution	I-SERVE PAYMENT GATEWAY SDN BHD
Logo of institution	 i-Serve
Name of e-money product/ brand	Zapp
HQ Address	NO. 2-2 & 2-3, Jalan USJ 9/5P, Subang Business Centre, 47620 UEP Subang Jaya, Selangor.
HQ Phone Number	03-8025 9919
HQ Fax Number	03-8023 2587
Website	https://zapp.com.my/

Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	Customer support department
Address of complaints unit	NO. 2-2 & 2-3, Jalan USJ 9/5P, Subang Business Centre, 47620 UEP Subang Jaya, Selangor.
Phone number of complaints unit	03-7661 6211
Additional phone number to lodge complaint	011-1283 7471 (WhatsApp)
Fax number of complaints unit	03-8023 2587
Email address of complaints unit	hello@zapp.com.my