

**Name of Institution:**

Kiplepay Sdn Bhd (formerly known as Webonline Dot Com Sdn Bhd)

**General info:**

Item	Details
Name of institution	Kiplepay Sdn Bhd (formerly known as Webonline Dot Com Sdn Bhd)
Logo of institution	
Name of e-money product/brand	Brand : kiple Products: - kiplePay - kiplePark
HQ Address	The Ascent Paradigm, B-23A-3, No 1, Jalan SS7/26A, Kelana Jaya, 47301 Petaling Jaya, Selangor
HQ Phone Number	+603 2714 6288
HQ Fax Number	+603 2714 6289
Website	<a href="https://kiple.com/">https://kiple.com/</a>

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

Item	Details
Name of the department/ unit that handles complaints	Customer Experience Management
Address of complaints unit	The Ascent Paradigm, B-23A-3, No 1, Jalan SS7/26A, Kelana Jaya, 47301 Petaling Jaya, Selangor
Phone number of complaints unit	+603 8605 3357
Additional phone number to lodge complaint	+603 27146290
Fax number of complaints unit	-
Email address of complaints unit	<a href="mailto:support@kiplepay.com">support@kiplepay.com</a> <a href="mailto:support@kiplepark.com">support@kiplepark.com</a>