


1) **Name of Institution:** MOL AccessPortal Sdn Bhd

General info:

Item	Details
Name of institution	MOL AccessPortal Sdn Bhd
Logo of institution	
Name of e-money product/ brand	1. Razer Gold 2. Razer Pay
HQ Address	Level 6, UOA Corporate Tower Lobby B, Avenue 10, The Vertical Bangsar South City, No. 8, Jalan Kerinchi 59200 Kuala Lumpur
HQ Phone Number	(+60)3 2779 0300
HQ Fax Number	(+60)3 2779 0301
Website	1. https://gold.razer.com/ (Razer Gold) 2. http://pay.razer.com (Razer Pay)

Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	Customer Care
Address of complaints unit	Level 6, UOA Corporate Tower Lobby B, Avenue 10, The Vertical Bangsar South City, No. 8, Jalan Kerinchi 59200 Kuala Lumpur
Phone number of complaints unit	1. (+60)16 299 2392 (Razer Gold) 2. (+60)16 299 2023 (Razer Pay)
Additional phone number to lodge complaint	Not Available
Fax number of complaints unit	Not Available
Email address of complaints unit	1. gold-support@razer.com (for Razer Gold) 2. https://support.razer.com/razer-pay/contact-us/ (Razer Pay)