


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

**General info:**

Item	Details
Name of institution	ManagePay Services Sdn Bhd
Logo of institution	
Name of e-money product/ brand	Brand: MPay WALET and MPay Mastercard Products: MPay Balance / MPay Mastercard Prepaid Card / MPay NegaraKu Mastercard Prepaid Card / MPay co-brand Mastercard Prepaid Cards / MPay NegaraKu Mastercard Virtual Card Number (VCN) Account / MPay co-brand Mastercard Virtual Card Number (VCN) Accounts.
HQ Address	Lot 107-113, Jalan USJ 21/10, 47630 Subang Jaya, Selangor
HQ Phone Number	603-80231880
HQ Fax Number	603-80231889
Website	<a href="https://www.mpay.my/mpay/">https://www.mpay.my/mpay/</a>

**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	Wisma MPSB, Lot 113, Jalan USJ 21/10, 47630 Subang Jaya, Selangor, Malaysia.
Phone number of complaints unit	Call Center: 1 700 81 6729 (MPAY) for local or +603 8023 1880 (International)
Additional phone number to lodge complaint	Live Chat or Leave Message at our Website
Fax number of complaints unit	03-80231889
Email address of complaints unit	<a href="mailto:callcenter@mpay.my">callcenter@mpay.my</a>