

NAME OF INSTITUTION:
MERCHANTRADE ASIA SDN BHD

1) General info:

Item	Details	
Name of institution	Merchantrade Asia Sdn Bhd	
Logo of institution	 <i>Money services & communication across borders</i>	
Name of e-money product/ brand	Merchantrade Money	Valyou Wallet
		
HQ Address	Merchantrade Asia Sdn Bhd Suite 1603, Level 16, Lobby 1, Block A Damansara Intan, No. 1, Jalan SS20/27, 47400 Petaling Jaya, Selangor Darul Ehsan	
HQ Phone Number	+603 7727 8606	
HQ Fax Number	+603 7722 1612	
Website	https://www.merchantrademoney.com/	https://www.valyou.com.my/

2) Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	Customer Service Unit
Address of complaints unit	Level 2, No.10, Wisma GTK, Jalan Hang Lekiu, 50100 Kuala Lumpur
Phone number of complaints unit	Local: 1-300-88-8606 Overseas: +603 8313 8606
Additional phone number to lodge complaint	603 - 77278606
Fax number of complaints unit	603 – 7722 1612
Email address of complaints unit	Merchantrade Money: customerservice@merchantrademoney.com Valyou Wallet: custops@mtradeasia.com