


**Name of Institution: SiliconNet Technologies Sdn Bhd****General info:**

Item	Details
Name of institution	SiliconNet Technologies Sdn Bhd
Logo of institution	
Name of e-money product/ brand	Sarawak Pay
HQ Address	F11 & F12, 1 <sup>st</sup> Floor, Mall 2, CityOne Megamall, Jalan Song, 93350 Kuching, Sarawak.
HQ Phone Number	+6082-266 222
HQ Fax Number	+6082-266 233
Website	<a href="http://www.snt.com.my">www.snt.com.my</a>

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

Item	Details
Name of the department/ unit that handles complaints	Operations & Support
Address of complaints unit	F11 & F12, 1 <sup>st</sup> Floor, Mall 2, CityOne Megamall, Jalan Song, 93350 Kuching, Sarawak.
Phone number of complaints unit	+6082-266 222
Additional phone number to lodge complaint	1-300-88-7722
Fax number of complaints unit	+6082-266 233
Email address of complaints unit	<a href="mailto:customerservice@sarawakpay.gov.my">customerservice@sarawakpay.gov.my</a>