


1) **Name of Institution:** Setel Ventures Sdn. Bhd.

General info:

Item	Details
Name of institution	Setel Ventures Sdn. Bhd.
Logo of institution	
Name of e-money product/ brand	Setel App
HQ Address	<p>Registered Address: Tower 1, PETRONAS Twin Towers, Kuala Lumpur City Centre, 50088 Kuala Lumpur, Malaysia</p> <p>Business Address: Setel Ventures Sdn Bhd, Level 17, M-05, Nucleus Tower, Mutiara Damansara, 47800 Petaling Jaya, Selangor.</p>
HQ Phone Number	03 - 9078 2170
HQ Fax Number	N/A
Website	https://www.setel.my/

Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	Customer Operations
Address of complaints unit	<p>Business Address: Setel Ventures Sdn Bhd, Level 17, M-05, Nucleus Tower, Mutiara Damansara, 47800 Petaling Jaya, Selangor.</p>
Phone number of complaints unit	Message +60 18-988 1333 on WhatsApp
Additional phone number to lodge complaint	+60 18-988 1333
Fax number of complaints unit	N/A
Email address of complaints unit	hello@setel.my