

1) **Name of Institution:** U Mobile Services Sdn Bhd

General info:

Item	Details
Name of institution	U Mobile Services Sdn Bhd
Logo of institution	 The logo for U Mobile Services, featuring a stylized orange 'U' shape above the text 'mobile services' in a smaller, orange, lowercase font.
Name of e-money product/ brand	GoPayz
HQ Address	Lot 11.01, Level 11 East, Berjaya Times Square, 1 Jalan Imbi, 55100 Kuala Lumpur, Malaysia.
HQ Phone Number	03-21179888
HQ Fax Number	03-21416511
Website	www.gopayz.com.my

Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	GoPayz Customer Care
Address of complaints unit	U Mobile Services Sdn Bhd P.O. Box 10358, 50712 Kuala Lumpur.
Phone number of complaints unit	018-3883388
Additional phone number to lodge complaint	NIL
Fax number of complaints unit	03-40512060
Email address of complaints unit	customercare@gopayz.com.my