



COMMUNICATIONS AND MULTIMEDIA
CONSUMER FORUM OF MALAYSIA

Malaysian Communications & Multimedia Commission (MCMC),
Off Persiaran Multimedia,
63000, Cyberjaya,
Selangor Darul Ehsan.

PRESS RELEASE
For Immediate Release

***MY MOBILE RIGHTS: MALAYSIA'S FIRST ONE-STOP
TELCO CONSUMERS' COMPLAINT SUBMISSION
MOBILE APPLICATION IN MALAYSIA***

CFM WANTS TO EMPOWER CONSUMERS WITH SELF – REGULATORY APPROACH

KUALA LUMPUR, 28 APRIL 2016 – CFM continues to reach the consumers by introducing its first mobile application, MY Mobile Rights (MMR). Looking at the rising number of smart phone users in Malaysia, the app is developed with the objective to facilitate consumer engagement and promote self-education.

YB Dato' Jailani Johari, Deputy Minister of Communications and Multimedia unveiled CFM'S first mobile application, MY Mobile Rights (MMR) at the Golden Screen Cinemas (GSC) Pavilion today.

The new app is available for consumers to download from Google Play Store and Apple iTunes App Store.

“MMR, *FIRST IN MALAYSIA* acts as an additional but important platform for consumers to lodge a complaint on communications and multimedia services right from their smart phone and at the tip of their fingers. MMR helps to facilitate the complaints process by design, as it provides for a better consumer experience as well as increased mobile literacy among the consumers in Malaysia,” said Megat Ishak Maamunor Rashid, Chairman of CFM.

The convenience of the MMR app makes it a must download app in Malaysia – as the MMR is the MALAYSIA'S FIRST mobile application that offers one – stop consumers' complaint submission for all communications and multimedia services providers in Malaysia. Consumers can lodge their complaint directly through the app regardless of service provider.



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CFM consumers can simply experience the app with its four (4) main features with **complaint submission** as its main element.

1. Complaint Submission
2. Service Provider Location
3. Tips and Guide
4. Plan Recommender

With the Complaint Submission feature in the app, complaints will be directly forwarded to the Customer Service of the respective Service Providers as well as CFM and processed within three (3) working days. Consumers will receive a notification email and a copy of their complaint statement once they have completed the complaint submission process through the app.

“MY Mobile Rights is an initiative under the Consumer Empowerment Plan 2014 - 2016 (CEP) by MCMC with the objective of empowering consumers via a developmental approach to promote a self-regulating environment. This initiative was planned to recommend immediate regulatory measures and are based on Standards Operating Procedures (SOP) to manage critical consumer issues and challenges in the Communications and Multimedia industry,” said Dato’ Jailani Johari, Deputy Minister of Communications and Multimedia.

As of March 2016, CFM received a total of 1,634 complaints on various issues affecting consumers. Billing and Charging was the top complaint category for the first quarter (Q1) of 2016 with 591 complaints.

COMPLAINTS	BILLING AND CHARGING	POOR SERVICE	POOR COVERAGE	SMS	MISLEADING PROMOTION
TOTAL	591	559	126	116	51

MMR is a continuation of CFM’s ConsumerInfo Portal www.consumerinfo.my, with emphasis on several key initiatives to leverage and strengthen on the existing portal as well as to empower communications and multimedia consumers in Malaysia.



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In conjunction with the launching of MY Mobile Rights (MMR) today, CFM leveraged on this event to engage with all the players in Communications and Multimedia industry including the consumers with a premiere screening of Captain America: Civil War at the Golden Screen Cinemas (GSC) Pavilion, Kuala Lumpur.

-END-

Note to Editor

MY MOBILE RIGHTS (MMR) AVAILABLE FOR DOWLOAD AT:

ANDROID: <http://bit.ly/1YPLIyw>

IOS: <http://apple.co/1NsusP0>

About CFM

The Communications and Multimedia Consumer Forum of Malaysia (CFM) was established and designated by the Malaysian Communications and Multimedia Commission (MCMC) in 2001. It is a platform for the industry and the consumers/public to make coherent and constructive contributions to service improvements and policy development.

CFM is tasked with, amongst others, to promote the growth of Malaysia's communications and multimedia industry and the protection of consumer interests by fostering the highest standards of business ethics and behaviour through industry self-governance. CFM is also a channel for complaints redress on Communications and Multimedia services.

If you have unresolved complaints about your Communications and Multimedia services, please lodge your complaint by visiting CFM's complaint portal, www.complaint.cfm.org.my or call our toll-free number 1-800-18-2222. For more information, visit CFM's website at www.cfm.my or write in to complaint@cfm.org.my.

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