

Customer Support Charter

Introduction

The Customer Support Charter (“the Charter”) describes our commitment to service and outline the overall standards of service you can expect to receive from us. We believe it will help us to enhance our service standards and build a mutually enduring relationship with you.

We recognise that there will always be room for improvements, and as we establish new and better ways of servicing you, we will include them here in our Charter. This Customer Support Charter is for information purposes only and is not intended to, and does not, create any legally binding rights or obligations.

Our Commitment

We aim to provide you with a high standard of service and our relationships with you will be guided by the following key principles:

1. Being ethical, fair and honest

- We shall act fairly and reasonably towards you in a consistent and ethical manner.
- We will act in accordance to a clear set of established procedures to ensure that any dispute will be resolved fairly and quickly.
- For issues or complaints that may take more time to resolve, we will keep you updated from time to time.
- You can contact us through the service channels listed below for any enquiries / disputes / complaints.

2. Being Transparent

- We will provide you with clear, truthful and relevant information to help them make informed decision about our products and services.
- Where applicable, a set of Terms and Conditions relating to each product or services will be disclosed to you with all the fees and charges and obligations in the use of products and services highlighted.

3. Protecting customer’s privacy

- We may request for further information from you if necessary.

- We will treat all your personal information as private and confidential, as well as ensure the safety and security of the usage.
- We will make information about our privacy policies and practices for managing your personal information available to you through our website and product brochures.

4. Safe & Security of Operations

- Safety and security is utmost important to us.
- At DIV, we are committed to provide safe and secure internet communication by adhering to strict computer system security standards and by keeping pace with computer technology and computer security systems

5. Accountability & Reliability

- All our products and services comply with the relevant laws and regulations of Malaysia.
- We will explain and help you understand the benefits of our products and services that you are interested in, how they work and the risks involved.
- We will ensure that you enjoy secure and reliable system that you can trust.

Service Standards

1. Support System

We are committed to provide efficient and effective services in handling enquiries and complaints. You can reach us through any of these channels:

Phone Enquiries	Call us at +603 77201800
Email	support@epetrol.com.my
Online Chat	via our website www.whalet.com.my

2. Standard Hours Support Service

Standard support is available during normal business hours, Monday to Friday, 8:30 AM to 5:30 PM.

3. Issue Resolution

We will make reasonable efforts to resolve your problem expeditiously. Unexpected behavior that can be isolated to a user’s specific configuration or environment does not constitute a product

defect. We can provide troubleshooting suggestions for unexpected behavior in these cases. An issue is recognized as a problem/product defect only after it has been reproduced in steps provided by you and confirmed by DIV Support Personnel.

4. Dispute or Complaint Resolution

We pride ourselves on providing real Support Personnel for you to speak to in the event that there is a dispute or complaint lodged by you. Our expert Support Personnel will advise you on the required course of action to resolve the dispute or complaint as quickly as possible.

You are required to provide the necessary information and documentation to support the dispute or complaint. This will help us to investigate the dispute or complaint expeditiously.

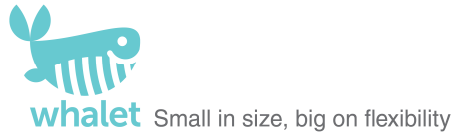
We will investigate every dispute / complaint as thoroughly as possible and it is not always possible to send a detailed response straight away. You can expect replies according to the following maximum timescales set out in the following table.

5. Response Time

Phone Enquiries	<ul style="list-style-type: none"> • Simple enquiries are responded to on the spot. • Cases which require further review will be responded within seven (7) working days.
Email	<ul style="list-style-type: none"> • An acknowledgement will be sent to you upon receipt of your email. • Emails will be responded to within three (3) working days • For cases which cannot be resolved within three (3) working days, you will be informed of the progress from time to time.
Online Chat	<ul style="list-style-type: none"> • Simple enquiries are responded to on the spot. • Cases which require further review will be responded within seven (7) working days.

6. Appeals

If you are dissatisfied with the final response to your dispute or complaint, you may appeal the decision. You should contact us using one of the options set out above and we will provide a full response to the appeal in writing within a further four weeks.



**DIV Services Sdn Bhd (“DIV”)
Formerly known as ePetrol Services Sdn Bhd**

In the event you remain dissatisfied with the outcome of your complaint or how it was handled, you may refer the matter to the Ombudsman for Financial Services (OFS) within six months from the date of our decision. The procedure for lodging a dispute with OFS is provided in the OFS pamphlet on “Resolution of Financial Disputes” attached to our letter conveying the final decision on a dispute.

7. Continuous Improvement

If you have any feedback on how we can improve our program delivery, services or performance, please let us know by writing to:

**Chairman
DIV Services Sdn Bhd
DIALOG TOWER, No. 15, Jalan PJU 7/5,
Mutiar Damansara, 47810 Petaling Jaya,
Selangor Darul Ehsan, Malaysia.**