

The National Consumer Complaints Centre (NCCC) is pleased to announce the holding of a half-day Seminar on Complaints Handling 2010 on 11th May 2010 at the Cititel Hotel Mid Valley Kuala Lumpur in conjunction with the publication of our NCCC Annual Report 2009 entitled Malaysia Complains, Never Underrate Consumers! This report represents our fourth comprehensive analysis of consumer complaints resulting from their purchase of goods and services.

A total of 32,369 complaints were received in 2009 as against 28,080 complaints in 2008. This represents a 15.3 per cent increase in the number of complaints registered with NCCC. The top category of consumer complaints for 2009 is the ♦Direct sales♦ category, with 2,713 complaints. This category also topped the complaints in 2008, with 2,339 complaints.

Other than Direct Sales, the other top categories of complaints for 2009, with more than 2,000 complaints each, were Housing (2,686), Communication & Multimedia (2,512) and Future Services (2,347). Together, these four accounted for 10,258 of all the complaints lodged by consumers with NCCC for the year 2009.

HIGHLIGHT of the 2009 REPORT

Sub standard quality of services and products lead the categories of complaints received.
80% of businesses DO NOT respond to consumer complaint
65% businesses DO NOT respond to first reminder from NCCC
50% of businesses LACK knowledge of legal liabilities related to transactions
Don♦t miss this golden opportunity to meet our team of prominent experts who have vast experience on consumer issues and corporate social responsibility.

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