

Complaint Portal
USER MANUAL
www.cfm.org.my



Communications and Multimedia
Consumer Forum of Malaysia



COMMUNICATIONS & MULTIMEDIA CONSUMER FORUM OF MALAYSIA

Communications & Multimedia Consumer Forum of Malaysia or CFM was established in February 2001 as a society with representation from all relevant parties, including the "supply and demand" side of the communications and multimedia industry. It was designated by Malaysian Communications & Multimedia Commissions (SKMM) as the Communications and Multimedia Consumer Forum in 2002 to protect the rights of consumers of that sector. This is in line with the requirements of the CMA which facilitates industry self-regulation.

For more information, visit www.cfm.org.my

WHAT IS CoP

CFM Complaint Portal (CoP) is an online unresolved complaint management system with the objective to help users to lodge unresolved complaints regarding their communications & multimedia services. CoP was developed according to part 3 of CFM's General Consumer Code of Practice or GCC, which covers complaint management.

According to GCC, all service providers are required to acknowledge receipt of a complaint within 3 working days, respond within 7 working days with a solution or explanation of what needs to be done and the timeline for the complaint to be solved. They are also obligated to ensure that at least 90% of complaints are resolved within 15 business days and at least 95% of complaints are resolved within 30 business days.

CoP provides you with a fast and convenient way to lodge unresolved complaints on your communications & multimedia services since its available 24 hours a day, 7 days a week.

LODGING COMPLAINTS

As a guide, you are advised to lodge complaints to your service provider first, then escalate to CFM if you are still unsatisfied with the result. Below are the types of services and complaint that you can lodge to CFM via [ColP](#)

Type of Services

Telephone	fixed line, mobile phone, payphone & calling cards
Internet	dial up, broadband and wireless
Broadcast	television, radio and satellite tv

Complaint Type

Billing	credits, refunds, adjustments & delayed or no bill
Service	blind spots, dropped calls, service interruption & poor service quality
Privacy	unauthorized use of your personal information
Other issues	availability of the service, service plan rates & early termination charges, speed quality, disputes on terms & conditions and unauthorized use of your services.

WHAT IS GENERAL CONSUMER CODE OF PRACTICE (GCC)

CFM General Consumer Code of Practice (GCC) was registered with the Malaysian Communications and Multimedia Commission (MCMC) in October 2003 and is binding to all service providers licensed under the Communications and Multimedia Act 1998 (CMA 98).

The GCC provides a base guideline for service providers to adhere to in activities such as complaints handling, advertising, marketing, administering services to consumers and its customers and so on.

USING CoP

This guide describes how to get started using CFM Complaint Portal or CoP. The guide covers basic topics such as registering for an account, logging in, changing your account settings, lodging complaint and maintaining account.

CoP does not require special software, it is accessible through the Internet. If you have a computer with Internet access, a modem and telephone line, an Internet browser, then you can lodge unresolved complaints from virtually anywhere in the world. It is recommended that you install a personal firewall and regularly update your virus protection software.

CoP is best viewed using IE 6.0, Firefox & Safari



REGISTERING ACCOUNT

1

The screenshot shows a web browser window with the address bar displaying www.complain.cfm.org.my. The page header features the 'CoP' logo (CFM Complaints Portal) on the left and the 'CFM' logo (Commission on Financial Markets) on the right. The main content area is titled 'Login' and includes the following text: 'Enter your username and password that you have [created here](#)'. Below this are two input fields: 'username' and 'password', each with a small eye icon to toggle visibility. There are two buttons: a blue 'Login' button and a red 'Forgot Password' button. At the bottom of the login section, there is a link: 'To get your account? Click here. You can also sign in [here](#) if you are already registered.' The footer contains the copyright notice 'Copyright © 2011 COMMISSION ON FINANCIAL MARKETS. ALL RIGHTS RESERVED.' and the CFM logo.

Before you can start using CoP, you will need to register an account. Point your web browser to www.complain.cfm.org.my

Click the link that says 'first time login? Register here'

REGISTERING ACCOUNT

2

The screenshot shows a web browser window with the address bar displaying "http://www.cop.com.sg/portal/". The page title is "CoP CFM Compliance Portal". The CoP logo is on the left, and the CFM logo (Construction Fund Management) is on the right. The main content area is a registration form with the following sections:

- Registration Form** (with "New User" and "Old User" links)
- Personal Details**
 - Full Name: [Text Input]
 - Password (2 x): [Text Input] / [Text Input]
 - Page ID: [Text Input]
 - Registration: [Text Input] (Placeholder: Please Inform Us)
 - Company Registration: [Text Input]
 - Email Address: [Text Input]
- Contact Information**
 - Home No.: [Text Input] (Placeholder: 001 1234 567)
 - Mobile No.: [Text Input] (Placeholder: 004 1234567)
 - Company Phone No.: [Text Input] (Placeholder: 001 1234 567)
 - Company Fax No.: [Text Input] (Placeholder: 001 1234 567)

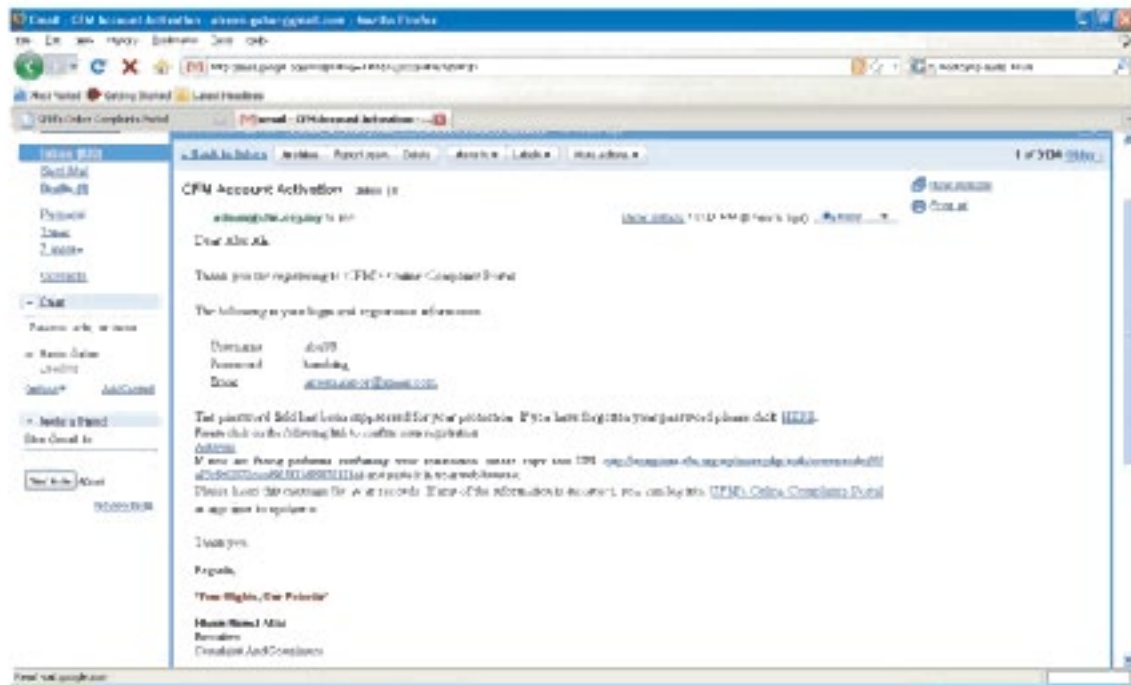
At the bottom of the form are "Register" and "Cancel" buttons. The footer contains the copyright notice: "Copyright © 2001 Construction Fund Management Corporation. All Rights Reserved." and a small logo.

The next page that comes up is the registration form.

Enter all information required, username, password and your valid email address and hit "register"

REGISTERING ACCOUNT

3



Then check your email account. Within a few minutes, you should get an automatically-generated email confirming your registration and asking you to activate the account.

You can click the activation link and now you're ready to log in.

LOGGING IN CoP

4



To log into CoP, you must enter your username and password, hit login and you will be directed to CoP main page

LOGGING OUT

9

The screenshot shows a web browser window titled "CFM's Online Campsite Portal - Mozilla Firefox". The address bar contains "http://campsite.physiologyjournal.org/portal". The page header includes the "CoP" logo and "CFM" logo with the text "Communications and Methods, American College of Obstetrics and Gynecology". A navigation bar contains links: "Home", "About Us", "Contact Us", "Help", "Feedback", "Privacy Policy", "Terms of Use", and "Logout".

The main content area features a "Change Password" form with the following fields:

- Old Password: [password field]
- New Password: [password field]
- Confirm New Password: [password field]

Below the fields is a "Change Password" button. At the bottom of the page, there is a copyright notice: "Copyright © 2007 American College of Obstetrics and Gynecology. All rights reserved." and a "Powered by" logo.

Remember to always logout once you done with the system to prevent identity theft especially when you are using public shared computer.

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CoP

COMPLAINT PORTAL

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