



COMMUNICATIONS AND MULTIMEDIA
CONSUMER FORUM OF MALAYSIA

Complaint portal

User Manual

Communications & Multimedia Consumer Forum of Malaysia or CFM was established in February 2001 as a society with representative 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 Communication and Multimedia Consumer Forum in 2002 to protect rights of consumers of that sector. This is in line with the requirement of the CFM which facilitates industry self-regulation.

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

What is COP

Complaint Portal (CoP) is an online unresolved complaint management system with the objective of helping users to lodge unresolved complaints regarding their communications & multimedia services. This portal assists the users, CFM officers and the service provider representatives in resolving the complaint without any external involvement.

CoP was developed according to CFM's General Consumer Code of Practice or GCC, which utilises standard procedures in the handling of customer complaints and disputes.

Register User ID

ID Pengguna *
User ID (5 hingga 20 aksara / 5 to 20 characters)

Kata Laluan *
Password (5 hingga 20 aksara / 5 to 20 characters)

Sahkan Kata Laluan *
Verify Password

BUTIRAN PRIBADI / PERSONAL PARTICULARS

Nama *
Name

No. K.P. atau Passport *
I.C. or Passport No.

Alamat E-mel *
Email Address

No. Tel. Bimbit *
Mobile No. (cth /e.g. : 0196200160)

Alamat*
Address

Telefon
Telephone

Faks
Fax

Sila taip aksara dibawah (CAPTCHA)
Please key in the CAPTCHA as displayed below



Nota: * = Medan mandatori
*Note: * = Mandatory field*

As an alternative, users can choose to register by choosing a suitable user id and password combination to access the CFM Complaints Management portal at any given time.

- Please use a combination of number and alphabets to create a strong password. Ex: c0n5um3R
- Make sure your password is between 4 to 10 characters. The longer, the better!

With this method, users are required to login to the CFM Complaints Management to easily lodge any new complaints and to manage or update existing complaints. Users are required to register only once.

If you require help or further clarification regarding this matter, please contact CFM at 1800 18 2222 (Monday-Friday; 9.00am – 6.00pm)

Login

Each user or customer is required to provide a valid User ID and Password before being allowed to access the site. Duplicate access using the same User ID and Password is not allowed. For security reasons, users are required to frequently change or update their password. The password can be changed by accessing the MyProfile page.

1. ERROR MESSAGES

(a) Please enter both Username and Password !

ERROR:: Login ID and Password parameters mismatched, no record found !

(b) Parameters mismatched, no record found !

Your combination of User ID and password does not match with the ones registered in the system.

(c) Site access privilege has been suspended !

User access to the system has been suspended by the administrator.

(d) You or someone using your login credentials have logged in!

Users may have logged in using another terminal/computer but did not logout using the correct method or another person is currently using the system using your login details. Please log in again and logout using the correct manner using the same computer last used.

2. SESSION TERMINATION

Idle user session is allowed for 10 minutes. This means any inactive access will be terminated automatically if it is idle for 10 minutes.

Users will then be required to login again to start a new session.

3. PASSWORD

All passwords are encrypted with a one-way encryption algorithm. If you forget your password or suspect the password has been compromised, please contact CFM at 1800 18 2222 and request for a password change. Users could immediately use the new password or choose to change or reset into a new one at the MyProfile screen.

4. FURTHER HELP

If you require help or further clarification regarding this matter, please contact CFM at 1800 18 2222 (Monday-Friday; 9.00am – 6.00pm)

New Complaint

To register new complaints at any time without registering as a user of CFM Complaints Portal, you would be required to fill up all stated mandatory fields in order to allow the CFM Complaints Administrator to assist you.

With this method, you would not need to login to the CFM Complaints Portal to lodge new complaints.

If you require help or further clarification regarding this matter, please contact CFM at 1800 18 2222 (Monday-Friday; 9.00am – 6.00pm)

[ADUAN BARU / NEW COMPLAINT](#)

A. Butiran Pengadu / Complainant Details	
Nama *	<input type="text"/>
<i>Name</i>	
Alamat *	<input type="text"/>
<i>Address</i>	
No. NRIC / Pasport *	<input type="text"/> (cth: 801131106864)
<i>NRIC / Passport No</i>	
Alamat E-mel	<input type="text"/>
<i>Email Address</i>	
No. Tel. Bimbit*	<input type="text"/> (cth: 0193200160)
<i>Mobile No.</i>	
Telefon	<input type="text"/>
<i>Telephone</i>	
Fax	<input type="text"/>
<i>Fax</i>	
B. Butiran Aduan / Complaint Details	
No Laporan SP*	<input type="text"/>
<i>SP Report No</i>	
No Laporan Lain (jika ada)	<input type="text"/>
<i>Other Report No (if any)</i>	
No. Akaun SP	<input type="text"/>
<i>SP Account No</i>	
ID Pengguna SP	<input type="text"/>
<i>SP User ID</i>	
Jenis Perkhidmatan*	Jalur Lebar Berwayar / WIRED BROADBAND
<i>Service Type</i>	
Pembekal Perkhidmatan*	- Choose Service Provider -
<i>Service Provider</i>	
Kategori Aduan*	- Choose Complaint Type -
<i>Complaint Category</i>	
Jenis Aduan*	- Choose Complaint Title -
<i>Complaint Type</i>	

**Sudahkah anda membuat aduan kepada Pembekal Perkhidmatan anda?
Sebelum membuat aduan kepada CFM, sila pastikan anda telah membuat aduan kepada
Penyedia Perkhidmatan terlebih dahulu dan aduan tersebut telah melebihi 15 hari tanpa
penyelesaian atau penyelesaian tidak memuaskan.**

*Have you made a complaint to your Service Provider?
Please make sure you have made a complaint to the Service Provider and 15 days has
passed without resolution or unsatisfied resolution before lodge a complaint to CFM.*

TIDAK
NO

YA
YES

Check Complaint Status

To check for status update on any complaints lodged on CFM Complaints Portal at any time without registering as a user, users are required to provide the complaint reference number and any other one of the supporting number/details (passport or I/C number, email address or mobile phone number) registered with the complaint.

This verification method can also be used for all complaints registered at the CFM Complaints Management Portal either using web or by calling direct to CFM Hotline.

If you require help or further clarification regarding this matter, please contact CFM at 1800 18 2222 (Monday-Friday; 9.00am – 6.00pm)

No. Rujukan aduan anda
Your Complaint Reference No.

dan / and

No. Kad Pengenalan Diri
Your Identity Card No.

atau / or

Alamat e-mel anda
Your Email Address

atau / or

Nombor telefon bimbit anda
Your Mobile Phone Number

Cari / Go

Isi Semula / Reset