



ANNOUNCEMENT

The Malaysian Communications and Multimedia Commission (MCMC) will be conducting **Consumer Satisfaction Survey – Courier Service (Individual and Business)** to collect data pertaining to experience and consumer satisfaction towards service rendered by courier service providers.

The survey will commence from 23 November 2021 until 31 March 2022 or until the sample quota is reached, whichever earlier. Data collection will be conducted daily except for national and state public holidays.

The survey will be conducted via MCMC secure online system. For **individual consumers**, the selected respondents **will receive survey link through Short Messages Services (SMS)** from the following mobile-telephone numbers:

- i. **017-7286262**
- ii. **017-3646262**

Meanwhile, for **business consumers**, the selected organization **will receive survey invitation through email onlinesurvey1@mcmc.gov.my** from MCMC.

Respondents are advised **NOT** to respond to any survey notifications other from the above telephone numbers and email address.

Please be advised that the purpose of this survey is for data collection only. No personal data will be collected i.e. full name or bank details for this survey. Neither money will be collected nor sales solicited.

Participation is on a voluntary basis. However, cooperation from the respondent is much appreciated. Any survey completion or extension will be announced accordingly on the MCMC website: www.mcmc.gov.my.




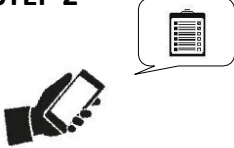



For more information, please contact:

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www.mcmc.gov.my

GUIDELINES FOR RESPONDENTS WHO RECEIVED SURVEY NOTIFICATIONS

MODE OF SURVEY INVITATIONS	INDIVIDUAL CONSUMERS	BUSINESS CONSUMERS
	Short Message Service (SMS)	Email
<p>STEP 1</p>  <p>Respondents will receive an invitation from MCMC to participate in the survey</p>	<p>Salam sejahtera.</p> <p>The Malaysian Communications and Multimedia Commission (MCMC), a government agency is conducting a survey on the Consumer Satisfaction Survey (Courier) in Malaysia. Notification about this survey has been published in MCMC’s and service provider’s official websites.</p> <p>You have been selected at random to participate in this survey. Respondents can access the survey using the link below or scan the QR code provided below:</p> <p>Individual consumer: Link QR code:</p> 	<p>Salam sejahtera.</p> <p>The Malaysian Communications and Multimedia Commission (MCMC), a government agency is conducting a survey on the Consumer Satisfaction Survey (Courier) in Malaysia. Notification about this survey has been published in MCMC’s and service provider’s official websites.</p> <p>You have been selected at random to participate in this survey. Respondents can access the survey using the link below or scan the QR code provided below:</p> <p>Business consumer: Link QR code:</p> 
<p>STEP 2</p>  <p>Respondents will be directed to MCMC’s secure survey portal to complete the survey</p>	 <p align="center">CONSUMER SATISFACTION SURVEY (COURIER) 2021 - INDIVIDUAL</p> <p><small>Malaysian Communications and Multimedia Commission (MCMC) is conducting the Consumer Satisfaction Survey for courier services. The main objective of the survey is to understand and measure consumer satisfaction level for individual consumer who use the courier services. Notification about this survey had been published in MCMC website and courier licensees website.</small></p> <p><small>You have been selected at random to participate in this survey. The survey will take around 15 minutes of your time and you are required to answer a few simple questions. We are not selling any product or collecting any money. All your contact information will be KEPT CONFIDENTIAL and will be used for the purpose of this survey only.</small></p> <p><small>Your cooperation in completing this survey will facilitate MCMC to continue in monitoring and improving consumers' needs and expectations of courier services. Thank you.</small></p>	 <p align="center">CONSUMER SATISFACTION SURVEY (COURIER) 2021 - BUSINESS</p> <p><small>Malaysian Communications and Multimedia Commission (MCMC) is conducting the Consumer Satisfaction Survey for courier services. The main objective of the survey is to understand and measure consumer satisfaction level for business users who use the courier services. Notification about this survey had been published in MCMC website and courier licensees website.</small></p> <p><small>Your company have been selected at random to participate in this survey. The survey will take around 15 minutes of your time and you are required to answer a few simple questions. We are not selling any product or collecting any money. All your contact information will be KEPT CONFIDENTIAL and will be used for the purpose of this survey only.</small></p> <p><small>Your cooperation in completing this survey will facilitate MCMC to continue in monitoring and improving consumers' needs and expectations of courier services. Thank you.</small></p>
<p>STEP 3</p>  <p>Click the “SUBMIT” button to complete the survey</p>	<p>Thank you for your co-operation. If you have any queries about this survey, please call toll free no. 1-800-188-030. Thank you.</p> <p align="center"><small>Powered by Vitrnt survey software</small></p>	