

3 December 2020

To: All Customers, Tenants and Johor Port's users

Dear Sirs/Madams,

JOHOR PORT BERHAD LAUNCHES DIGITAL CUSTOMER CARE PLATFORM

Johor Port Berhad aims to address all complaints quickly, effectively and courteously and to swiftly resolve any issues. A formal complaint must be made in writing by submitting the complaints via our Customer Care portal at <http://customercare.johorport.com.my> or you can email us directly at customercare@johorport.com.my

What is a complaint?

A complaint is an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any users of our service and by any of our stakeholders. Examples might include complaints about:

- the Port's actions or lack of action,
- governance issues,
- standard of service received, or
- issues arising from the Port's activities.

Please ensure that the following information are included in your complaint submission:

- Your full name, company, email, and phone number
- Date(s) of the incident(s)
- Description of events, and the details of the complaint in your own words
- Any supporting documentation you wish to include

Once you have submitted your complaint, you will receive an automated email to acknowledge your complaint. Your complaint will then be sent to the relevant Manager who will formally acknowledge receipt of your complaint submission and liaise with you to fully understand your complaint, investigate and resolve your complaint. Please check your junk mail if you have not heard from us. If you do not receive any response please call us at 1800-88-1993.

Kindly note, while we endeavour to solve your issue as soon as possible, the final response time may vary depending on the issue you are facing.

Thank You

The Management of Johor Port Berhad