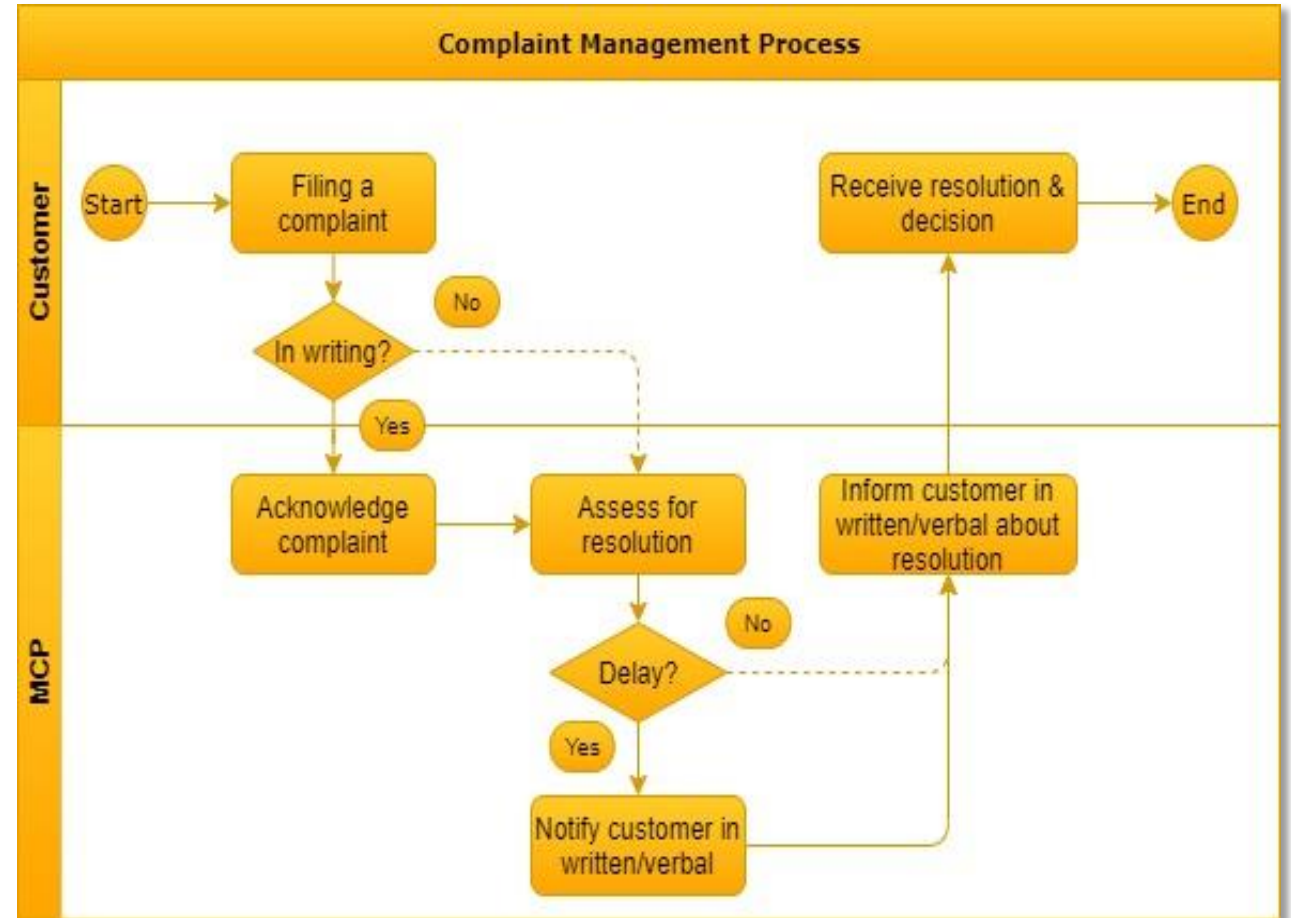
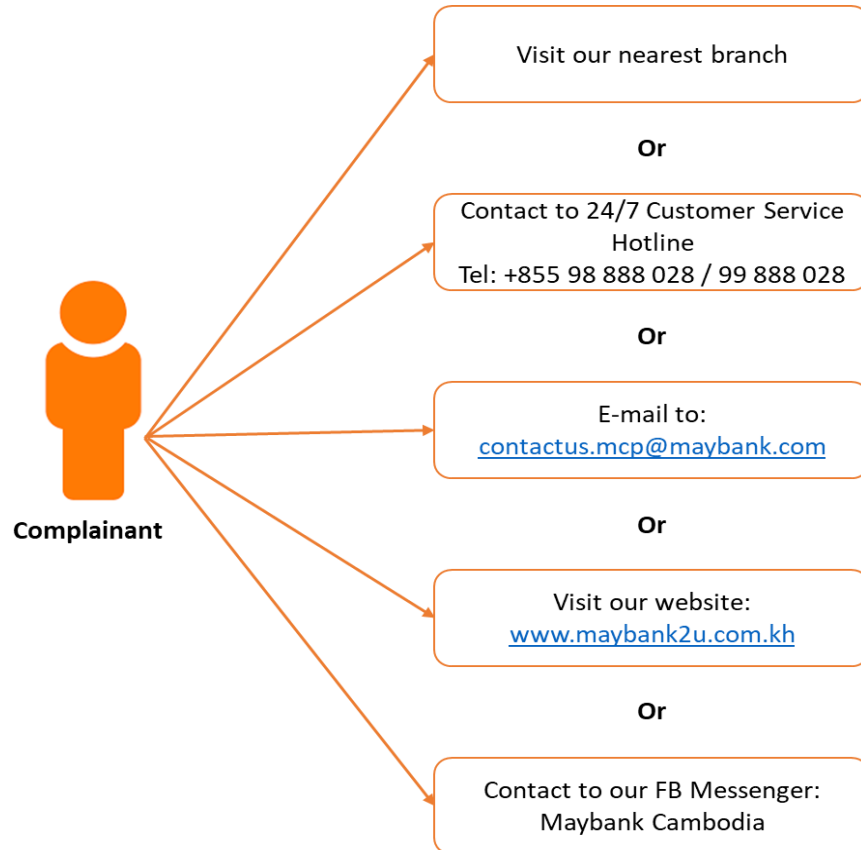




Where to voice my complaint?



Remarks:

- A complaint resolution can take between 2 to 14 working days and up to a maximum of 30 calendar days
- For a complaint to be attended to, customer will need to provide the necessary details, i.e. Name, Address and Phone Number/E-mail
- Customer will be notified in the event of any delays in the resolution of the complaint