

Customer Feedbacks & Complaints

Your Satisfaction, Our Priority



We're Here To Help

At Fasspay, we are committed delivering quality products and exceptional services. However, if something doesn't meet your expectations, we want to hear about it. Your feedback helps us to improve and serve you better.



Our Complaint Handling Process

We take all complaints seriously and aim to resolve them quickly, fairly and confidentially.

How To Lodge A Complaint?

STEP
➤ 01.

Choose your submission method

- **Phone:** +60 15-4600 0188
- **Email:** support@fasspay.com
- **Online:** www.fasspay.com

STEP
➤ 02.

Provide the required details

- Your full name and contact information
- A clear description of the issue
- Any supporting documents or receipts
- Your desired outcome or resolution



What Happens Next?

Steps	Timeframe	Action
Acknowledgement	Within 1 business days	We'll confirm that we've received your complaint.
Investigation	Within 5 business days	Our team will investigate and gather the necessary information.
Resolution	Up to 20 business days	We'll provide a final response or update you if more information is required.



Our Commitment

We value your feedback and see complaints as an opportunity to improve. Thank you for helping us serve you better.

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