

## Complaints - Fraud Calls

Written by Administrator

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**Dear NCCC** ♦

Few months back we have serious fraud phone call from Maxis & they insist to ask to pay the full bill. The dispute value already ballooning to > RM100K, we have met many person from that telecommunication company & even write to the top person of SME division. After waited for 6 months, there is no one entertaining us.

**Personal Detail Withheld**

Status of the case : Complaint has been sent to Maxis, waiting for their response and advised complainant to also complaint to MCMC.

**NCCC Advise to consumers :** In the event anyone faced a similar situation our advised will following;

- Make a police report and take note of the number that you

- Send a complaint to us " include any attachment which is relevant, illustrate your complaint in the chronological manner so that any authorities can understand the facts clearly.

- Can send the cc the complaint to MCMC as well for their action.

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