DIGICERT SDN. BHD.
(LK 001199) (457608-K)

CUSTOMER FEEDBACK FORM

GUIDE: Please provide completed and accurate particulars in order for us to attend to your feedback promptly. Please include your phone number where you can be reached during office hour. Attach documents relating to the feedback. Send only copies and retain the originals, unless an original copy is specifically requested.

1. NAME : _____

2. COMPANY NAME: _____

3. PHONE NO: _____ **EMAIL:** _____

4. ARE YOU CERTIFICATE HOLDER: ☐ Yes ☐ No

5. HAVE YOU CONTACTED OUR REPRESENTATIVE: ☐ Yes ☐ No

IF YES, THE NAME OF THE REPRESENTATIVE YOU CONTACTED : _____

6. CATEGORY OF FEEDBACK :

☐ Request for Support ☐ Complaint ☐ Compliment ☐ Suggestion

7. SERVICE/ PRODUCT INVOLVED:

☐ Support: Installation, Usage and etc.

☐ Product: Good quality, Poor quality, faulty and etc.

☐ Customer Service: Good, attentive, Unresponsive, inattentive, rude, lack of knowledge and etc.

☐ Order/ Delivery: Fast, Late and etc.

☐ Payment: Unauthorised charges, over charge and etc.

8. PLEASE TELL US ABOUT YOUR FEEDBACK:

_____

_____

_____

_____

_____

_____

_____

_____

_____ _____ _____

Signature NRIC/ Passport No Date

Please forward this form to Customer Care Counter, email to customercare@digicert.com.my or fax to 03-8996 1054

PLEASE NOTE: We will not process anonymous complaints and complaints on non DIGICERT product and service e.g. ISP, Application Provider. However, we may refer your complaint to the relevant companies.

For Internal Use Only

Received by: _____ Date: _____

Information gathered (e.g. product purchased, operating system): _____

_____

Escalated to: _____ Date: _____

Action taken: _____

_____

Problem solved: ☐ Yes ☐ No. Please specify why and the further action to be taken

_____

_____ _____

HOD Signature Date