

Man is told to pay RM1,024 to retrieve his handphone

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By: Salla Saidie



KOTA KINABALU: A 50-year-old was shocked when he was told to pay over a thousand ringgit just to get his handphone out of the Malaysian Electronic Payment System (MEPS)'s automated teller machine (ATM) at a 24-hour convenience store here.

He said he was told to pay RM1,024 to PayNet to retrieve his Huawei P30 Pro handphone that he bought for over RM3,000 a few months ago.

"When I was withdrawing money from the ATM, I put my phone on top of the machine and suddenly it slipped and went behind. It's so hard to take it out as the machine was covered with thin walls," he said, adding that the incident happened on Aug 18, this year.

He said he had to wait a month for the firm to email him the quotation.

"They said I can't hire people to take the phone out because of the security system and they will arrange a contractor for me to get it from behind the machine," he said.

"I went to the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) office at Universiti Malaysia Sabah and all the staff there were surprised. They told me to go to the Consumer Claims Tribunal.

"When I got there, the employees were also shocked but they couldn't do anything as I haven't paid the firm. So, they told me to go to Bank Negara Malaysia next to Pos Malaysia and I'm happy because the staff agreed to help me and I'm currently waiting for an answer," he said.

He said he has to pay RM600 for ATM dismantle, re-installation and transportation while the other RM424 is for security camera, alarm removal and reinstallation as well as transportation.

“At first, they said the price range is between RM500 to RM1,500 and it depends on the location. If the ATM was against the wall, then the contractors have to use a crane to lift the machine. Maybe, that’s why they charged me for transportation,” he said.

He also lodged a police report and the police said the price was ridiculously high.

“The police asked me what are they going to do if there's a dead rat inside the machine, aren't they going to remove it? Then, the whole store surely starts to stink,” he said.

