

Online cheating main consumer complaint: Minister

PUTRAJAYA: For the first time, online cheating tops the list of complaints made by consumers to the government.

Domestic Trade and Consumer Affairs Minister Datuk Seri Saifuddin Nasution said this made up over 26% of overall complaints received by the ministry last month, surpassing those related to prices of goods and services.

"On average, we receive about 2,500 complaints each month," he said after launching the government's new online platform service MyPay yesterday.

"In fact, I go over each case that the ministry receives, and this trend (of online cheating) continues to increase," Saifuddin said.

He said among the complaints for online cheating included consumers receiving broken goods, not receiving their purchased items at all, or items being delivered extremely late.

He revealed that among Asean countries, Malaysia recorded the slowest delivery time for items purchased online with an average of 5.6 days, compared with the region's average of only four days.

"The number of complaints on online cheating continues to increase because many business owners lack ethics and feel no guilt in cheating customers."

Saifuddin said consumers should also be more aware and alert when buying online to avoid being scammed by sellers who lacked credibility.

"On the government's part, we are increasing advocacy for the public and continue to engage service providers to ensure such cases are minimised."



Saifuddin looking at products displayed at a booth during the Lazada Wecommerce 2019 Satellite Tradeshow after launching MyPay, an online platform service, yesterday. – **BERNAMAPIX**

To address the issue, Saifuddin said the government had recently increased the quantum to be awarded by the Consumer

Claims Tribunal to consumers for their losses from a maximum of RM25,000 to RM50,000. – **by Amar Shah Mohsen**