

**IN THE CONSUMER CLAIMS TRIBUNAL MALAYSIA  
AT SIBU, SARAWAK**

**CLAIM NO.: TTPM-Q-(P)-41-2024**

**BETWEEN**

**GORDON WONG SHENG XIAN  
NO. KP**

**CLAIMANT**

**AND**

**DBAZZAR SDN BHD  
(202001007737 (1364057-H))**

**RESPONDENT**

**GROUND OF JUDGMENT**

**Claimant's Claim**

1. The Claimant, Gordon Wong Sheng Xian, initiated this claim before the Tribunal seeking the refund of RM50,000.00 from the Respondent, Dbazzar Sdn Bhd, due to the Respondent's failure to execute agreed services for transferring funds to settle the Claimant's housing loan and credit card balances, which had been outstanding since March 2024.

2. The Claimant further alleged that he had deposited a total sum of RM62,000.00 into the Respondent's online platform, Dbazzar, to make payments towards his housing loan and credit card balances.

3. Despite repeated requests for a refund, the Respondent refused to return the money to the Claimant.

### **Respondent's Defence**

4. The Respondent contended that Dbazzar is an online platform that does not engage in the sale of goods or product merchandising and that no direct transaction involving the sale of goods occurred between the Claimant and the Respondent.

5. The Respondent further argued that claims of this nature fall outside the jurisdiction of the Tribunal.

### **Findings**

6. It is established that the Respondent, Dbazzar, operates as an online platform that provides financial services, including facilitating payments for housing loans, car loans, and credit card balances.

7. The Tribunal notes that financial services of this nature are regulated by Bank Negara Malaysia, the central bank of Malaysia, which governs financial institutions and services.

8. Accordingly, the Tribunal finds that the Claimant's claim regarding the Respondent's failure to process payments for his housing loan and credit card does not fall within the jurisdiction of this Tribunal.

**Conclusion**

9. For the reasons set out above, the Tribunal therefore ordered that the Claimant's case is hereby dismissed.

VIOLET YONG WUI WUI  
PRESIDENT  
CONSUMER CLAIMS TRIBUNAL  
DATED: 20 AUGUST 2024