

Various Channels To Get In Touch With PLUS Malaysia Berhad (“PLUS”)



Feedback Type	Feedback Channels
<ul style="list-style-type: none"> • Vehicle breakdown • Towing • Highway hazards 	<ul style="list-style-type: none"> • PLUSLine (1800-88-0000) or LPT2Line (1800-88-0220) • PLUS Emergency Telephone • SOS function on PLUS App
<ul style="list-style-type: none"> • Real-time traffic information • Highway services and rest area facilities • Toll fares • Products 	<ul style="list-style-type: none"> • Putri Chatbot on PLUS website and PLUS App • PLUSMiles Portal • PLUS' Social Media accounts: <ul style="list-style-type: none"> ➢ Twitter: @plustrafik ➢ Facebook: @plusmalaysiaberhad ➢ IG: plus_malaysia
<ul style="list-style-type: none"> • Accident claims 	<ul style="list-style-type: none"> • Accident Claims on PLUS Website
<ul style="list-style-type: none"> • Customer feedback 	<ul style="list-style-type: none"> • Customer Feedback form on PLUS Website
<ul style="list-style-type: none"> • Teras Teknologi products 	<ul style="list-style-type: none"> • Email: teras.sales@teras.com.my • Teras Teknologi Social Media accounts: <ul style="list-style-type: none"> ➢ Twitter: @TerasTeknologi ➢ Facebook: @TerasTeknologi
<ul style="list-style-type: none"> • Improper conduct related complaints 	<ul style="list-style-type: none"> • Speak Up Channel

Speak Up Channel

1 What can you Speak Up on?

Any improper conduct including but NOT limited to the following:

- Fraud, Bribery, Corruption, Abuse of Power and Conflict of Interest
- Gross Negligence of Duty
- Discrimination, Harassment or Bullying
- Forgery, Theft, Embezzlement or Misuse of Company's Property
- Non-compliance to Company's Policies and Procedures

2 Can you report anonymously?

- You may choose to be **anonymous** whereby contact details are not mandatory, but it is highly recommended to provide contact details and sufficient information to facilitate subsequent actions, including assessment and/or investigation.

3 How will your identity and confidentiality be protected?

- Your identity shall be kept confidential to the full extent possible **unless otherwise required by law or legal proceedings**.
- Provided that your report is made in **good faith**, you shall be protected in line with the applicable laws and regulation.

4 How will your report be addressed?

- Your report will be received by an independent third-party administrator, who will send a receipt of acknowledgement provided you have given contact details.
- Your report will be directed by the independent third-party administrator to the relevant Board Member who will thereafter determine the next appropriate action.
- You shall be updated by the independent third-party administrator on the progress of the assessment and/ or investigation according to PLUS' policies and procedures.

Where should you report?



Speak Up Channel

A secured platform managed by an independent third-party to uphold confidentiality and impartiality.

- Online platform: <https://speak-up.plus.com.my>
- Email: report@speakup.plus.com.my
- Toll-free hotline: **1800 817 006**
- Postal mail: **PLUS Speak Up Channel**
P.O. Box 8097,
Kelana Jaya Post Office,
2, Jalan SS 6/2, Ss 6,
47301 Petaling Jaya, Selangor