



MEDIA RELEASE

For Immediate Release

GO ONLINE NOW FOR INSPECTION APPOINTMENT AT PUSPAKOM

Shah Alam, Wednesday, 3 October 2018 – PUSPAKOM Sdn Bhd (PUSPAKOM) has moved towards the age of digital by introducing an online booking and payment system called MyPUSPAKOM since end of last year.

Customers can now make appointments and payments online for patronising at all the inspection centres in Peninsular Malaysia, Kuching and Kota Kinabalu, through the website www.mypuspakom.com.my or MyPUSPAKOM mobile app.

86,000 registered users and growing

MyPUSPAKOM has now more than 86,000 registered users since introduced in August 2017. Prior to the introduction of MyPUSPAKOM, customers can only make appointments via email and telephone call to the PUSPAKOM call centre.

PUSPAKOM's Chief Executive Officer, Mohammed Shukor Ismail said, "MyPUSPAKOM was developed with the aim to help our customers manage their time better, thus making inspection booking and process not only easier and faster, but more efficient and transparent."

He added, "It also helps to reduce congestion at certain inspection centres especially during peak hours and pre or post festive seasons. A customer needs to be present 20 minutes before the appointment time. We are committed to complete the inspection within 60 minutes or an hour. This will help to enhance the customers' experience at our inspection centres."

**Convenience at your fingertips**

Through MyPUSPAKOM, a customer is not only able to view his/her booking and vehicle information, but also be able to retrieve booking records from his/her MyPUSPAKOM account. Therefore, it is particularly useful to fleet operators and owners or any organisations which have many commercial vehicles that need to undertake inspection at PUSPAKOM. The status of every inspection activity from making an appointment to completion of an inspection will be emailed to MyPUSPAKOM users in real time. In this context, the user will be able to monitor the “whereabout” of his/her vehicle.

PUSPAKOM is committed in making inspection process easier and convenient for its customers. For more information about MyPUSPAKOM, please log on to www.mypuspakom.com.my or contact 1-800-22-2210.

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Customer Service & Communications Department

PUSPAKOM Sdn Bhd

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Caption: MyPUSPAKOM customers need only to scan the QR code at the tablet or scanner terminal before proceeding to the registration counter



Caption: Customers can use the MyPUSPAKOM kiosk machine to register or make appointment in order to facilitate the inspection process