



HIGHLIGHTS

Introducing The Brand-New Postal Forum

Background on Postal Forum with new logo

Facts About Postal Forum

Including the vision, mission and objectives of the Postal Forum

Postal Forum Brainstorming Lab

To gain input on the matters related to postal and courier consumer issues

Facts About Postal Forum

Source: www.postalforum.my

Vision

A platform for all members to converge and set standards to meet the interest and expectations of consumers

Mission

To manage and administer Postal Forum in accordance with provisions under the Postal Services Act 2012

Objectives

1. Protection of consumer rights in the postal and courier industry
2. Development and enhancement of services by postal and courier providers; promote professionalism and trust within postal and courier service providers and consumers
3. Position as the industry focal point for all stakeholders on matters relating to the postal and courier industry



Introducing the brand-new Postal Forum

By Yana Idros

February 2020, in recognising the postal and courier segment as one of the fastest-growing industries in the country, the Malaysian Communications and Multimedia Commission ("MCMC") has entrusted the Association of Malaysian Express Carriers ("AMEC") with the important role of establishing and managing Postal Forum ("PF").

Postal Forum is envisioned to be a platform where industry players, government representatives, relevant stakeholders, as well as interested institutions and individuals meet to exchange ideas, share insights, and provide input in a constructive manner. Carries functions as stipulated in the Postal Services Act 2012, these efforts are aimed toward the development of a self-regulating and sustainable postal and courier industry.



Logo Rationale

The logo design symbolises way forward. It represents the organisation's function as a mediator for consumer solutions. The vertical thick line with a short horizontal line signifies the consumers of the postal and courier services and the curved that makes up the 'P' represents the postal and courier service. Combined, it makes the initial P of Postal Forum that mediates for both parties and promotes consumer protection.

Postal Forum Brainstorming Lab

On the 23rd of March, Postal Forum has conducted its very first brainstorming lab session at Le Meridien Putrajaya Hotel. Attended by mostly the representative from MCMC, the objective of the brainstorming lab is to gain input on the matters related to postal and courier consumer issues and propose solutions, discussion on MCMC initiatives for the industry, and recommend action plans for the series of the awareness campaign.

As part of preventive measures to reduce complaint cases on lost parcels or letters, with the theme of **Safety by Choice**, Postal Forum plans to launch a series of awareness campaigns in 2022 to cover the aspect of consumer apprehension on the licensees' policy, terms & conditions, extended protection liability, deliverable issue and lodging complaints procedure.

Postal Forum hopes the awareness campaigns will continuously reduce the number of complaint cases from the consumer over time. The **Safety by Choice** initiative has the long-term objective to enhance consumer confidence through high standards of service, conduct and performance throughout the postal and courier industry.



Postal Forum Membership

1. AMEC-Auto Membership

2. Ordinary Membership

For any government agencies/ company/ organisation/ association/ body registered under Registrar of Societies ("ROS/ JPPM") or Companies Commission of Malaysia ("CCM/ SSM")

One time registration fee: RM 500

Annual fee: RM 1,000

3. Associate Membership

For individual (academicians/ professionals and non-professionals/ students) only

One time registration fee: RM 100

Annual fee: RM 200

