

## NCCC: LESS COMPLAINTS BUT VALUE OF LOSS INCREASED

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KUALA LUMPUR: The National Consumer Complaints Centre (NCCC) 2013 annual consumer complaints report stated that although the total number of complaints had dropped, the monetary value of the losses had however increased.

The NCCC chairman and Federation of Malaysian Consumer Association (FOMCA) president Marimuthu Nadasan said that the number of complaints in 2013 had dropped to 40,560 compared to 41,963 complaints received in 2012.

However, the loss value had increased from RM9 million in 2012 to RM61 million in 2013, he said at a press conference here today.

According to Marimuthu, the automobile sector still tops the category of value losses with an increase from RM9 million in 2012 to a drastic RM22 million.

Marimuthu said that the bulk of the automobile sector complaints were due to new cars breaking down or no proper steps being taken in the handling of the breakdowns.

General Consumer Products topped the list with 7,652 complaints received. The telecommunications sector was the second highest category and complaints against retailers, including online retail portals was third.

The General Consumer Products complaints includes electronical telecommunications products, housing furniture and electrical equipment, said NCCC legal executive Santosh Kannan.

Marimuthu said that complaints against the telecommunications sector had not dropped for 2013 but the monetary loss value had increased.

The telecommunication sector came in second with 6,404 complaints, he said.

An article by Fabian Cornelius, <http://www.freemalaysiatoday.com/category/nation/2014/06/24/nccc-less-complaints-but-value-of-loss-increased/> Free Malaysia Today