

<p>FMT Reporters<br /> | February 4, 2016<br /><br />The centre will suggest amendments to outdated laws and a government campaign to educate online shoppers on their rights.<br /><br />PETALING JAYA: The National Consumer Complaints Centre (NCCC) is seeking improved legal protection for online shoppers as one of several measures aimed at reducing the risks involved in e-comm<br /><br />NCCC Legal and Policy Executive Shabana Naseer Ahmad told a press conference today that the bulk of complaints received by the organisation in the last two years concerned experiences with online shopping.<br /><br />◆ It looks like the risk associated with online shopping is higher compared to traditional shopping, ◆ she said.<br /><br />◆ We received 7,641 complaints in 2014 involving losses amounting to millions of ringgit. We ◆ re in the midst of preparing the data for 2015 but I can assure you that the highest number of complaints we received were still regarding e-commerce and our forecast is that it will be the same for 2016 as well.◆</p> <p>The data for 2014 showed that the top three complaints pertaining to online shopping were late delivery of purchased goods (51.8%), problems associated with returning wrongly described or faulty products (19.1%) and poor product quality (8.1%).<br /><br />According to Shabana, in some cases the products weren◆t delivered at all.<br /><br />She estimated that the actual losses suffered were much higher than indicated in the data because not all affected shoppers would have lodged complaints against online merchants.<br /><br />◆ Many consumers are ignorant of their rights, ◆ she said. ◆ Many also do not realise the potential problems that can arise from e-commerce. They fail to understand that any contract becomes enforceable once they have agreed to its terms and conditions.◆<br /><br />She said NCCC would be submitting a memorandum to the government to suggest amendments to outdated laws and to call for a campaign to educate online shoppers on their rights.<br /><br />NCCC will also be publishing guides on online purchasing.<br /><br />◆ Brochures containing simple guidelines and best practices to be adopted in order to avoid becoming victims will be circulated to the public, ◆ Shabana said.</p> <p>◆</p>