

# Malaysian Communications and Multimedia Commission

*Guidelines for Dispute Resolution  
Result of Preliminary Inquiry  
Claim No: .....*

*Between*

.....  
*("the Claimant")*

*and*

.....  
*("the Respondent")*

To :

1. [Claimant]

2. [Respondent]

Please take note that pursuant to the Notification of Dispute for Case No: .....,  
the Commission has decided that the Commission :

\*will

will not

convene to resolve the dispute.

\* If the Commission will convene to resolve the dispute, the Claimant and the  
Respondent shall take note of the following :-

Note for the Claimant:

Pursuant to the Notification of Dispute submitted to the Commission and the Commission's finding in the preliminary inquiry, you are required to file with the Commission a Statement of Case in relation to the claim by delivering the same by hand or by A.R. Registered Post to: **The Chairman, Malaysian Communications and Multimedia Commission, Level 11, Menara Dato' Onn, PWTC, Jalan Tun Ismail, 50480 Kuala Lumpur. Attention: Consumer Protection Department** within 14 days from the date of receipt of ..... Enclosed herewith please find the following documents for your further action :-

- (a) a copy of the Statement of Case (Form 2) for you to complete; and
- (b) the relevant instructions in relation to Form 2.

Note for the Respondent:

Pursuant to the Commission's finding in the preliminary inquiry and upon the Commission's receipt of the Statement of Case from the Claimant, the Commission will forward to you :-

- (a) a copy of the Statement of Case as submitted by the Claimant;
- (b) a copy of the Statement of Reply (Form 3) for you to complete; and
- (c) the relevant instructions in relation to Form 3.

to enable you to submit your Statement of Reply accordingly.