



## CUSTOMER REFUND REQUEST FORM

Please fill out this form and email it to [dso-refund@digi.com.my](mailto:dso-refund@digi.com.my)

LET'S INSPIRE

Transaction Date		Transaction No.	
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### Purchaser Details

Name  
*(as per MyKad or Passport)*

Identification ID  
*(MyKad or Passport Number)*

Email Address

Contact Number

### Reason for Refund

*Kindly provide a detailed explanation of your request. Reason for refund.*

### Important Notice:

- 1) A request for refund shall only be initiated and entertained by Digi in the following limited circumstances:
  - In mobile number portability (MNP) cases, if a customer is unable to successfully port-in to Digi
  - In any other cases, if it is due to the fault of Digi
- 2) Any refunds will be made in the same method of payment and to the same account which was utilized previously for your initial purchase, within 4-6 weeks after Digi's approval of the refund, depending on your bank's processing time

I hereby acknowledge that I have read, understand and agree to all the Terms and Conditions as set out on Digi's website (<http://www.digi.com.my>).

