

SUPPORT POLICY

Helpdesk is a resource intended to provide the customer or internal user with information and support related to a MyMALL's processes, products and services. The purpose of a helpdesk is to provide a centralized resource to answer questions, troubleshoot problems and facilitate solutions to known problems. Common examples of helpdesks include: Technical Support centers, Product Support /Warranty functions, and facilities service centers. Helpdesk support may be provided through various channels including chatbot and email.

Below are some of the common categories of queries you may want to ask us.

- Basic Knowledge / Technical
- E-Marketplace Operation
- Merchants
- Buyers

How to contact support

1. Email: contact@mymallmalaysia.my
2. Chatbot

Last updated: 21 September 2022