**case\_no**

**award\_date**

**To the Responent**

**opponent\_name**

opponent\_address1,

opponent\_address2,

opponent\_address3

**opponent\_postcode opponent\_district**,

opponent\_state

Mr/Mrs,

**Claim No. case\_no**

Hereby attached a copy of the Tribunal’s award for your actions as follows:

|  |  |  |
| --- | --- | --- |
| (1) | You must comply with this award within duration\_award from the date the award was received or to comply with this award within the period set forth in the award. | |
| (2) | If you fail to comply with this award within duration\_award from the date the award was received or to comply with this award within the specified period in the award, it shall be a criminal offence under **Section 117 of the Consumer Protection Act (CPA) 1999** as follows: | |
|  | (a) | **Section 117(1) CPA 1999**  First Offence – A fine not exceeding RM10,000 or imprisonment for not more than 2 years or to both. |
|  | (b) | **Section 117(2) CPA 1999**  Continuing Offences – In addition to penalties under section 117(1) above, a fine not less than RM100 and not exceeding RM5,000 for each day or part of the day during which the offence continues after conviction. |

**To the Claimant**

**claimant\_name**

claimant\_address1,

claimant\_address2,

claimant\_address3

**claimant\_postcode claimant\_district**,

claimant\_state

If the Respondent fails to comply with this award after duration\_award from the date the award was received or failed to comply with this award within the specified period in the award, you may:-

|  |  |
| --- | --- |
| (1) | Lodge a complaint to the **letter\_branch\_2\_address** so that action may be taken to prosecute the Respondent in Court under section 117 of the Consumer Protection Act 1999. |
| (2) | a copy of the complaint shall be sent to **Head of Section (Assistant Secretary),** **branch\_en\_address, branch\_2en\_address, branch\_3en\_address, branch\_postcode branch\_district, branch\_state** for acknowledgement; or |
| (3) | You may also opt to enforce the award yourself under section 116 (1) (b) of the Consumer Protection Act 1999 at **letter\_magistrate\_court\_name**. |

Thank you.

(**psu\_name**)

psu\_role

o.b Chairman

The Tribunal for Consumer Claims

Malaysia

s.k case\_no