**case\_no**

**award\_date**

**To the Claimant**

**claimant\_name**

claimant\_address1,

claimant\_address2,

claimant\_address3

**claimant\_postcode claimant\_district**,

claimant\_state

Sir/Madam,

**Claim No. case\_no**

Attached herewith is one copy of the award of the Tribunal for your action as follows:

|  |  |
| --- | --- |
| (1) | You are required to serve this award as soon as possible on the Respondent by registered mail with acknowledgement of receipt or by hand. |
| (2) | You shall retain the proof of service of the said award for the purpose of enforcement of this award. |

**To the Respondent**

**opponent\_name**

opponent\_address1,

opponent\_address2,

opponent\_address3

**opponent\_postcode opponent\_district**,

opponent\_state

Attached herewith is one copy of the award of the Tribunal for your action as follows:

|  |  |  |
| --- | --- | --- |
| (1) | You shall comply with this award within duration\_award days from the date you received this award or you shall comply this award according to the period prescribed in the award. | |
| (2) | Failure to comply with this award within duration\_award from the date you received this award or according to the period prescribed in the award is 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 a term not more than two (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. |
| (3) | If you dispute this award, you may set aside this award by filing an application in Form 12 within thirty (30) days upon receipt of the award. | |

**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 of receipt of this award or fails to comply with this award according to the period prescribed in the award, you may:-

|  |  |
| --- | --- |
| (1) | Make a complaint to the **letter\_branch\_2\_address** in order to enable prosecution of the Respondent in Court under section 117 of the Consumer Protection Act 1999. |
| (2) | A copy of the complaint shall be delivered to the **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 choose to enforce the award by yourself under section 116 (1) (b) of the Consumer Protection Act 1999 at **letter\_magistrate\_court\_name**. |

Thank you.

***“BERKHIDMAT UNTUK NEGARA”***

Sincerely,

(**psu\_name**)

psu\_role

p.p. Chairman

The Tribunal for Consumer Claims

Malaysia

c.c case\_no