

Soalan-Soalan Lazim

POS COVERAGE

Bil.	Soalan/Jawapan
S1	Apakah itu Pos Coverage?
J1	Pos Coverage merupakan perlindungan penghantaran untuk produk Pos Laju terpilih di semua Pusat Pos Laju dan Pejabat Pos seluruh negara.
S2	Bilakah Pos Coverage akan berkuatkuasa?
J2	Pos Coverage akan berkuatkuasa bermula 20 November 2017 secara berperingkat mengikut produk.
S3	Apakah kelebihan Pos Coverage?
J3	Kelebihan Pos Coverage adalah perlindungan ke atas kehilangan dan kerosakan item sehingga RM300 dengan kadar serendah RM0.10 setiap item*. <i>*Setiap manfaat tertakluk kepada terma dan syarat Pos Malaysia Berhad.</i>
S4	Apakah produk Pos Laju yang layak untuk perlindungan Pos Coverage?
J4	Produk yang layak untuk perlindungan Pos Coverage adalah seperti berikut : a) Same Day Delivery (Penghantaran Hari Sama) b) Next Day Delivery (Penghantaran Hari Esok) c) Putrajaya Express d) Time Certain Service (Penghantaran Waktu Tertentu) <i>*Pos Coverage tidak melindungi produk Prabayar Pos Laju dan Pos Ekpres sehingga diberitahu kelak.</i>

S5	Adakah kos perlindungan Pos Coverage termasuk dengan kos penghantaran?
J5	Kos perlindungan adalah termasuk dalam kos penghantaran sebagai nilai tambah untuk perlindungan.
S6	Berapa lamakah tempoh perlindungan Pos Coverage?
J6	Perlindungan Pos Coverage hanya sah selama setahun dari tarikh item diposkan.
S7	Bagaimana cara untuk membuat tuntutan?
J7	Untuk membuat tuntutan, anda boleh a) Kunjungi Pusat Pos Laju dan Pejabat Pos dan mengisi borang maklumbalas pelanggan. b) Layari laman sesawang Pos Malaysia : http://efeedback.pos.com.my
S8	Apa yang harus saya sertakan bagi proses tuntutan?
J8	Anda atau wakil dengan kebenaran bertulis perlu menyediakan dokumen sokongan sebagai bukti transaksi (contoh : invois) dalam tempoh tiga puluh hari (30) dari tarikh pengeposan item.
S9	Bagaimanakah tuntutan saya akan dibayar jikalau diluluskan?
J9	Kami akan membayar terus kepada akaun bank anda melalui saluran “Electronic Fund Transfer” (EFT) dan diikuti oleh surat rasmi.
S10	Saya membeli Pos Coverage untuk syarikat, tetapi membuat tuntutan secara individu. Adakah ini dibenarkan?
J10	Ya, ini dibenarkan dengan syarat disertakan bersama surat rasmi yang telah disahkan dari syarikat anda dengan menyatakan anda sebagai wakil untuk membuat tuntutan bagi pihak syarikat.

S11	Negara manakah yang layak menerima perlindungan Pos Coverage ini?
J11	Buat masa ini, Pos Coverage melindungi penghantaran yang dibuat dalam Malaysia sahaja. Ini termasuk Semenanjung Malaysia, Sabah dan Sarawak.
S12	Apa yang perlu saya lakukan sekiranya nilai item saya melebihi RM300?
J12	Berdasarkan perlindungan yang ditawarkan oleh Pos Coverage, anda boleh membuat tuntutan sehingga RM300 sahaja. Sila ambil perhatian bahawa setiap tuntutan mestilah disertakan dengan dokumen sokongan yang sah dan tertakluk kepada siasatan daripada pihak Unit Pampasan Pos Malaysia.
S13	Apakah barangan yang dikecualikan daripada perlindungan Pos Coverage?
J13	<p>Barangan yang dikecualikan daripada perlindungan Pos Coverage adalah seperti berikut :</p> <ul style="list-style-type: none"> a) Barangan Merbahaya b) Barangan Terlarang <p>Sila rujuk laman sesawang untuk maklumat lanjut : https://www.pos.com.my/postal-courier-services/general-mail/?rules-regulations</p>
S14	Siapa yang perlu saya hubungi jika ada masalah dengan tuntutan saya?
J14	<p>Untuk sebarang pertanyaan berkenaan Pos Coverage atau masalah mengenai tuntutan, anda boleh menghubungi Pos Malaysia melalui saluran-saluran berikut :</p> <ul style="list-style-type: none"> a) Pos Line : 1-300-300-300 b) Emel : care@pos.com.my c) eFeedback Form : http://efeedback.pos.com.my

Frequently Asked Questions (FAQ)

POS COVERAGE

No.	Question/Answer
Q1	What is Pos Coverage?
A1	Pos Coverage is an inclusive delivery protection for selected Pos Laju products at all Pos Laju Centre and Post Office nationwide.
Q2	When will Pos Coverage be implemented?
A2	Pos Coverage will be implemented in stages, effective from 20th November 2017, based on product.
Q3	What is the benefit of Pos Coverage?
A3	Pos Coverage protects items on loss and damages up to RM300, from as low as RM0.10 for every item*. *Benefits offered are subject to Pos Malaysia's terms and conditions.
Q4	What are the Pos Laju products qualified for Pos Coverage protection?
A4	Pos Laju products that are qualified for Pos Coverage are : a) Same Day Delivery b) Next Day Delivery c) Putrajaya Express d) Time Certain Delivery *Pos Coverage protection will not be available for Pos Laju Prepaid items and Pos Ekspres until further notice.

Q5	How do I get the Pos Coverage protection?
A5	Charges for Pos Coverage is inclusive within the posting cost as value added delivery protection.
Q6	How long is the Pos Coverage protection period?
A6	Protection is valid for one (1) year from the date of posting.
Q7	How do I make a claim?
A7	To make a claim, you can a) Visit the Pos Laju Centre and Post Office and fill out the customer feedback form. b) Visit our Pos Malaysia's website : http://efeedback.pos.com.my
Q8	What are the documents to be submitted for claim process?
A8	You or your representative (with a written permission) have to enclose supporting documents as proof of transaction (example : invoice) along with the completed registration form within a period of thirty days (30) from date of posting.
Q9	How will my claim be paid if approved?
A9	Compensation will be paid directly to your bank account through "Electronic Fund Transfer" (EFT) and followed by an official letter.
Q10	Can I claim as an individual if I have purchased Pos Coverage on behalf of my company?
A10	Yes, subject that you have enclosed an official letter from your company confirming you as a representative, appointed to make claims on behalf of your company.
Q11	What is the location coverage for my insurance?
A11	Pos Coverage currently covers items sent within Malaysia only. This includes Peninsular Malaysia, Sabah and Sarawak.
Q12	What should I do if the value of my parcel is more than RM300?
A12	Based on the protection/benefits offered by Pos Coverage, you can claim up to RM300 only. Please take note that any claim must be enclosed with supporting documents that is legal and are subjected to investigation from Pos Malaysia's Compensation Unit.

Q13	What are the items that are excluded from Post Coverage protection?
A13	<p>Items that are excluded from Post Coverage protection are as follows :</p> <ul style="list-style-type: none"> a) Dangerous Goods b) Prohibited Items <p>Please refer to the website for further information : https://www.pos.com.my/postal-courier-services/general-mail/?rules-regulations</p>
Q14	Who do I contact in the event of an issue with my claim?
A14	<p>For any customer or claims related queries on Pos Coverage, you can contact Pos Malaysia at the following channels :</p> <ul style="list-style-type: none"> a) Pos Line : 1 300 300 300 b) Email : care@pos.com.my c) eFeedback Form : http://efeedback.pos.com.my