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### FREQUENTLY ASKED QUESTIONS

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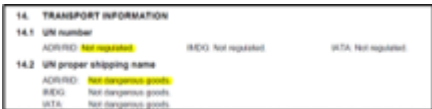
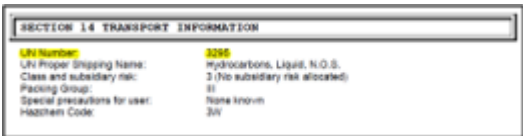
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# REDLY EXPRESS

## FREQUENTLY ASKED QUESTIONS

| No.       | Question/Answer                                                                                                                                                                                                                                                                                                           |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Q1</b> | <b>What is Redly Express?</b>                                                                                                                                                                                                                                                                                             |
| A1        | Redly Express offers premium international courier services for documents and merchandise, including special handling deliveries to over 200 destinations worldwide.                                                                                                                                                      |
| <b>Q2</b> | <b>What are the differences between Redly Priority (EMS) and Redly Express?</b>                                                                                                                                                                                                                                           |
| A2        | Redly Express accept non-dangerous liquids or non-solid items (non-DG) listed in Common Items List or accompanied by proper documentation (MSDS)                                                                                                                                                                          |
| <b>Q3</b> | <b>How to send items with Redly Express?</b>                                                                                                                                                                                                                                                                              |
| A3        | Customers must fill in the Redly Express e-consignment note and submit it together with the item at a Post Office Counter                                                                                                                                                                                                 |
| <b>Q4</b> | <b>What are the benefits of using Redly Express?</b>                                                                                                                                                                                                                                                                      |
| A4        | <p>Door-to-door delivery</p> <p>Proof of Delivery upon customer's request</p> <p>Can accept non-dangerous liquids or non-solid items listed in the Common Items List or with proper MSDS documentation</p> <p>Refer to prohibited items poster or <a href="http://www.pos.com.my">www.pos.com.my</a> for more details</p> |
| <b>Q5</b> | <b>Is shipping sea cucumber (gamat) or bird's nest allowed via Redly Express?</b>                                                                                                                                                                                                                                         |

|            |                                                                                                                                                                                      |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A5         | No, Redly Express does not accept shipments containing sea cucumber or bird's nest.                                                                                                  |
| <b>Q6</b>  | <b>Are non-dangerous liquids or non-solid items (Non-DG) allowed?</b>                                                                                                                |
| A6         | Yes, provided they are in the Common Items List or accompanied by an MSDS confirming they are non-dangerous.                                                                         |
| <b>Q7</b>  | <b>If an item has MSDS, can dangerous goods be shipped?</b>                                                                                                                          |
| A7         | No, dangerous goods are prohibited.                                                                                                                                                  |
| <b>Q8</b>  | <b>What is an MSDS?</b>                                                                                                                                                              |
| A8         | Material Safety Data Sheet is a document containing chemical information (physical/chemical properties, hazards, handling methods, and emergency measures). MSDS must be in English. |
| <b>Q9</b>  | <b>Who can issue an MSDS?</b>                                                                                                                                                        |
| A9         | Usually issued by product manufacturers/producers, or available from agencies such as SIRIM.                                                                                         |
| <b>Q10</b> | <b>What are non-solid items?</b>                                                                                                                                                     |
| A10        | Highly viscous liquids, e.g. face creams, body lotion, hair gel.                                                                                                                     |
| <b>Q11</b> | <b>How to determine if a liquid/non-solid is dangerous or non-dangerous?</b>                                                                                                         |
| A11        | <p>Check the "Transport Information" section in the MSDS.</p> <p>Non-DG items have no UN number.</p> <p>MSDS Non-DG Item</p>                                                         |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <p><b>SECTION 14 – TRANSPORTATION INFORMATION</b><br/> Domestic Regulations: None.<br/> DOT Designation: None.<br/> Hazard Class: None.<br/> ID Number: None.<br/> Packing Group: None.<br/> International Regulations: None known.</p>   <p>MSDS DG Item</p>  |
| <b>Q12</b> | <b>Can liquids/non-solids not in the Common Items List be sent?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>A12</b> | Yes, if accompanied by an MSDS confirming non-DG status.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Q13</b> | <b>Could Non-DG liquids/non-solids be returned, destroyed, or detained?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>A13</b> | Yes, if documents are incomplete or if items are falsely declared.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Q14</b> | <b>How are items classified?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>A14</b> | <ul style="list-style-type: none"> <li><b>Documents:</b> Loose papers bound by one stapler/clip, ≤2kg</li> <li><b>Merchandise:</b> Anything else, ≤30kg, subject to volumetric weight</li> </ul>                                                                                                                                                                                                                                                                                                                   |
| <b>Q15</b> | <b>How to check postage rates for Redly Express?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>A15</b> | Visit <a href="http://www.pos.com.my">www.pos.com.my</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Q16</b> | <b>How is postage calculated?</b>                                                                                                                                                                           |
| A16        | <p>Based on:</p> <ul style="list-style-type: none"> <li>• Item classification (Document/Merchandise)</li> <li>• Destination country</li> <li>• Actual or volumetric weight (whichever is higher)</li> </ul> |
| <b>Q17</b> | <b>What is the difference between actual and volumetric weight?</b>                                                                                                                                         |
| A17        | <ul style="list-style-type: none"> <li>• Actual weight = measured on scale</li> <li>• Volumetric weight = calculated based on dimensions</li> </ul>                                                         |
| <b>Q18</b> | <b>How to calculate volumetric weight (cm)?</b>                                                                                                                                                             |
| A18        | Formula: $(\text{Length} \times \text{Width} \times \text{Height}) \div 5000$                                                                                                                               |
| <b>Q19</b> | <b>Is there a minimum size for volumetric calculation?</b>                                                                                                                                                  |
| A19        | No. All merchandise is subject to volumetric weight.                                                                                                                                                        |
| <b>Q20</b> | <b>What is the maximum weight and size allowed?</b>                                                                                                                                                         |
| A20        | <p>Weight: 30kg</p> <p>Size: Up to 180cm. Items between &lt;120cm–180cm incur RM271 surcharge.</p>                                                                                                          |
| <b>Q21</b> | <b>What is the delivery timeframe?</b>                                                                                                                                                                      |
| A21        | <p>Depends on:</p> <ul style="list-style-type: none"> <li>• Destination country</li> <li>• Customs clearance</li> <li>• Outskirt Delivery Area (ODA)</li> </ul>                                             |

|            |                                                                                                                                                                                                                                                                                           |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Q22</b> | <b>How to check estimated delivery time?</b>                                                                                                                                                                                                                                              |
| A22        | Refer to Delivery Time Chart at <a href="http://www.pos.com.my">www.pos.com.my</a>                                                                                                                                                                                                        |
| <b>Q23</b> | <b>What is an Outskirt Delivery Area (ODA)?</b>                                                                                                                                                                                                                                           |
| A23        | Remote/distant delivery areas.                                                                                                                                                                                                                                                            |
| <b>Q24</b> | <b>Does Redly Express have Track &amp; Trace?</b>                                                                                                                                                                                                                                         |
| A24        | Yes, at <a href="http://www.pos.com.my">www.pos.com.my</a>                                                                                                                                                                                                                                |
| <b>Q25</b> | <b>Who is responsible for packaging?</b>                                                                                                                                                                                                                                                  |
| A25        | The sender.                                                                                                                                                                                                                                                                               |
| <b>Q26</b> | <b>How can customers ensure smooth posting with Redly Express?</b>                                                                                                                                                                                                                        |
| A26        | <ul style="list-style-type: none"> <li>• Fill sender/receiver details clearly in Roman letters</li> <li>• Use secure packaging</li> <li>• Ensure item is not prohibited</li> <li>• Provide Proforma/Commercial invoice for Customs declaration</li> </ul>                                 |
| <b>Q27</b> | <b>How to package items correctly?</b>                                                                                                                                                                                                                                                    |
| A27        | <ul style="list-style-type: none"> <li>• Use strong, durable, cushioned materials</li> <li>• No rattling sounds when shaken</li> <li>• No leakage</li> <li>• Do not only use string</li> <li>• Label Fragile/Handle with Care for breakables (still requires proper packaging)</li> </ul> |
| <b>Q28</b> | <b>Will items be taxed?</b>                                                                                                                                                                                                                                                               |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A28        | Possibly, depending on Customs assessment in the destination country.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Q29</b> | <b>How are duties and taxes determined?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| A29        | Usually based on declared value or contents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Q30</b> | <b>Who pays duties/taxes?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| A30        | The recipient.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Q31</b> | <b>What is the compensation claim procedure?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| A31        | <ul style="list-style-type: none"> <li>• Must be made in writing by sender (or authorized party)</li> <li>• Damaged/partially lost items: Report within 48 hours at Post Office/Pos Laju Centre/destination courier agent with proof (photos).</li> <li>• Lost items: Written claim within 30 days of posting.</li> <li>• Submit via AskPos at <a href="http://www.pos.com.my">www.pos.com.my</a></li> <li>• One claim per shipment, subject to maximum liability.</li> <li>• Claims after expiry will not be accepted.</li> </ul> |
| <b>Q32</b> | <b>What is the compensation limit?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| A32        | <ul style="list-style-type: none"> <li>• Actual value OR</li> <li>• Max RM100 (documents ≤2kg)</li> <li>• Max RM300 (merchandise ≤30kg)</li> <li>• Whichever is lower.</li> </ul>                                                                                                                                                                                                                                                                                                                                                  |
| <b>Q33</b> | <b>Can items be insured? How?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| A33        | Yes, Pos Service Warranty can be purchased at Post Office counters during posting.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Q34</b> | <b>What is the maximum Pos Service Warranty coverage?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

|            |                                                                                                                                                                                                                                            |
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| A34        | Up to RM5,000.                                                                                                                                                                                                                             |
| <b>Q35</b> | <b>How does customer make inquiry on Redly Express?</b>                                                                                                                                                                                    |
| A35        | <p>For any inquiries, customers can contact via the following channels:</p> <ul style="list-style-type: none"><li>• Contact 1-300-300-300 (Customer Service Line)</li><li>• AskPos Chatbot (Let's Chat!): <a href="#">AskPos</a></li></ul> |

# REDLY PRIORITY

## FREQUENTLY ASKED QUESTIONS

| No        | Questions / Answers                                                                                                                                                                                                                                                                                               |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Q1</b> | <b>What is Redly Priority?</b>                                                                                                                                                                                                                                                                                    |
| A1        | Redly Priority is an international delivery service for documents up to 1 kg and merchandise up to 30kg offered by Pos Malaysia. Redly Priority is backed by the largest postal network and provides express delivery service to over 200 countries worldwide at an affordable price.                             |
| <b>Q2</b> | <b>What are the destination countries for Redly Priority?</b>                                                                                                                                                                                                                                                     |
| A2        | Destination countries are divided into 8 zones. The zoning for document and merchandise is different. Customers can refer to ' <b>Redly Priority - Zones</b> ' at Pos Malaysia Website for details.                                                                                                               |
| <b>Q3</b> | <b>What is the estimated delivery time for item posted using Redly Priority?</b>                                                                                                                                                                                                                                  |
| A3        | The estimated delivery time for Redly Priority service is 2 to 11 working days depending on the destination country. Items subjected to customs inspection may incur additional days. Customers can refer to ' <b>Redly Priority - Delivery Time &amp; Weight Limit</b> ' at at Pos Malaysia Website for details. |
| <b>Q4</b> | <b>What are the features of Redly Priority?</b>                                                                                                                                                                                                                                                                   |
| A4        | <ul style="list-style-type: none"> <li>• Door-to-door delivery</li> <li>• Track and trace</li> <li>• Proof of delivery</li> <li>• Optional insurance protection</li> <li>• Compensation</li> </ul>                                                                                                                |

|    |                                                                                                                                                                                                                                                                                                                 |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Q5 | <b>What is the rate for Redly Priority?</b>                                                                                                                                                                                                                                                                     |
| A5 | There are separate rates for sending document and merchandise and the rates are based on zoning and weight of the item. The weight will be determined by actual or volumetric, whichever is higher. Customers can refer to ' <b>Redly Priority - Rate</b> ' at Pos Malaysia Website for details.                |
| Q6 | <b>How to calculate the volumetric weight for Redly Priority?</b>                                                                                                                                                                                                                                               |
| A6 | <p>The formula to calculate volumetric weight is:</p> $\text{Volumetric Weight} = (\text{Length}^* \times \text{Width}^* \times \text{Height}^*) / 5000$ <p><i>*Measurement in centimeters (cm)</i></p>                                                                                                         |
| Q7 | <b>Is there any additional surcharge applicable for Redly Priority?</b>                                                                                                                                                                                                                                         |
| A7 | Yes, there is a total of 25% surcharge applicable for Redly Priority.                                                                                                                                                                                                                                           |
| Q8 | <b>Is tax or duty payment included in the postage price of Redly Priority?</b>                                                                                                                                                                                                                                  |
| A8 | Tax or duty is not included in the postage price. If the item is subjected to tax or duty in the destination country, the relevant authority will contact the receipt for such payment.                                                                                                                         |
| Q9 | <b>Where is this service available?</b>                                                                                                                                                                                                                                                                         |
| A9 | <ul style="list-style-type: none"> <li>• Pos Malaysia Outlets nationwide</li> <li>• SendParcel (<a href="https://send.pos.com.my/dashboard?lg=en">https://send.pos.com.my/dashboard?lg=en</a>)</li> <li>• SendParcel Pro (<a href="https://dashboard.pos.com.my/">https://dashboard.pos.com.my/</a>)</li> </ul> |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Q10 | <b>What is the information that customer needs to fill in when using Redly Priority?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| A10 | <p>Customer needs to fill in all the required information on the Redly Priority Consignment Note (PL1) at <a href="https://send.pos.com.my/home/e-connote?lg=en">https://send.pos.com.my/home/e-connote?lg=en</a>.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Sender and recipient details (name, address, postcode, city, country and phone number)</li> <li>• Customs Declaration (content, weight, value, etc.)</li> <li>• Category of item</li> <li>• Signature and date of posting</li> </ul> |
| Q11 | <b>What are the items that cannot be sent using Redly Priority?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| A11 | <p>Customers are not allowed to send prohibited items and dangerous goods via the postal service. For more information, please refer to 'Prohibited Items' and 'Dangerous Goods' at Pos Malaysia Website for details. Also, please ensure that the import regulations of the destination countries are adhered to.</p>                                                                                                                                                                                                     |
| Q12 | <b>Is there any compensation if the item sent is delayed?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| A12 | There is no compensation for delayed items.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Q13 | <b>What is the compensation for lost or damaged item?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| A13 | <p>The maximum compensation for document is RM100 or value of the item (whichever is lower). The maximum compensation for merchandise is RM300 or value of the item (whichever is lower).</p>                                                                                                                                                                                                                                                                                                                              |
| Q14 | <b>When was the latest price revision for Redly Priority and what was the reason?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                      |

|     |                                                                                                                                                                                                                                                                                                        |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A14 | The latest price revision for Redly Priority was on <b>1 October 2024</b> .                                                                                                                                                                                                                            |
| Q15 | <b>How does customer make inquiry on Redly Priority?</b>                                                                                                                                                                                                                                               |
| A15 | <p>For more info, please submit your inquiry via:</p> <ul style="list-style-type: none"><li>• Call 1-300-300-300 (Customer Service Hotline)</li><li>• Chatbot AskPos (Let's Chat!):</li></ul> <p><a href="https://www.pos.com.my/contact-us/#AskPos">https://www.pos.com.my/contact-us/#AskPos</a></p> |

## REDLY CONNECT

### REDLY CONNECT - FLEXIPACK INTERNATIONAL

#### FREQUENTLY ASKED QUESTIONS

| No.  | Questions/Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |      |                      |                                       |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------------|---------------------------------------|------|-----------------------|--|--|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|---|-----------------|--|--|
| Q1   | What is REDLY CONNECT - FLEXIPACK INTERNATIONAL?                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                      |                                       |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |
| A1   | REDLY CONNECT - FLEXIPACK INTERNATIONAL is a prepaid product introduced by Pos Malaysia for sending items not more than 500 g to an overseas destination by air. It comes in 3 different sizes of prepaid envelopes to suit customer’s need.                                                                                                                                                                                                                                                    |      |                      |                                       |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |
| Q2   | What are the destination countries for REDLY CONNECT - FLEXIPACK INTERNATIONAL?                                                                                                                                                                                                                                                                                                                                                                                                                 |      |                      |                                       |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |
| A2   | Destination countries are divided into two zones as shown in the table below. <table><tr><th>Zone</th><th colspan="3">Destination Countries</th></tr><tr><td>1</td><td colspan="3"><ul style="list-style-type: none"><li>• Brunei</li><li>• Singapore</li><li>• Cambodia</li><li>• Hong Kong</li><li>• Laos</li><li>• Myanmar</li><li>• Philippines</li><li>• Thailand</li><li>• Indonesia</li><li>• Vietnam</li></ul></td></tr><tr><td>2</td><td colspan="3">Other countries</td></tr></table> |      |                      |                                       | Zone | Destination Countries |  |  | 1 | <ul style="list-style-type: none"><li>• Brunei</li><li>• Singapore</li><li>• Cambodia</li><li>• Hong Kong</li><li>• Laos</li><li>• Myanmar</li><li>• Philippines</li><li>• Thailand</li><li>• Indonesia</li><li>• Vietnam</li></ul> |  |  | 2 | Other countries |  |  |
| Zone | Destination Countries                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |                      |                                       |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |
| 1    | <ul style="list-style-type: none"><li>• Brunei</li><li>• Singapore</li><li>• Cambodia</li><li>• Hong Kong</li><li>• Laos</li><li>• Myanmar</li><li>• Philippines</li><li>• Thailand</li><li>• Indonesia</li><li>• Vietnam</li></ul>                                                                                                                                                                                                                                                             |      |                      |                                       |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |
| 2    | Other countries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |      |                      |                                       |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |
| Q3   | What is the price of REDLY CONNECT - FLEXIPACK INTERNATIONAL?                                                                                                                                                                                                                                                                                                                                                                                                                                   |      |                      |                                       |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |
| A3   | Zone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Size | Maximum Weight Limit | *Price (RM) effective 1 December 2021 |      |                       |  |  |   |                                                                                                                                                                                                                                     |  |  |   |                 |  |  |

|                                                                                                                                                                   |                                                                                                              |                                                                                                  |       |                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------|-----------------------------------------|
|                                                                                                                                                                   | 1                                                                                                            | XS                                                                                               | 150 g | 30.00                                   |
|                                                                                                                                                                   |                                                                                                              | S                                                                                                | 250 g | 36.00                                   |
|                                                                                                                                                                   |                                                                                                              | M                                                                                                | 500 g | 42.00                                   |
|                                                                                                                                                                   | 2                                                                                                            | XS                                                                                               | 150 g | 40.00                                   |
|                                                                                                                                                                   |                                                                                                              | S                                                                                                | 250 g | 52.00                                   |
|                                                                                                                                                                   |                                                                                                              | M                                                                                                | 500 g | 83.00                                   |
| <i>* REDLY CONNECT - FLEXIPACK INTERNATIONAL published rate above is subject to 20% additional surcharge in Ringgit Malaysia (RM) and imposed during posting.</i> |                                                                                                              |                                                                                                  |       |                                         |
| Q4                                                                                                                                                                | What is the estimated delivery time for REDLY CONNECT - FLEXIPACK INTERNATIONAL?                             |                                                                                                  |       |                                         |
| A4                                                                                                                                                                | Please refer to the table below for the estimated delivery time for REDLY CONNECT - FLEXIPACK INTERNATIONAL. |                                                                                                  |       |                                         |
|                                                                                                                                                                   | Zone                                                                                                         | Destination Countries                                                                            |       | Estimated Delivery Time* (Working Days) |
|                                                                                                                                                                   | 1                                                                                                            | Brunei, Singapore, Cambodia, Hong Kong, Laos, Myanmar, Philippines, Thailand, Indonesia, Vietnam |       | 4 - 10                                  |
|                                                                                                                                                                   | 2                                                                                                            | Other countries                                                                                  |       | 6 - 11                                  |

|           |                                                                                                                                                                                                                                                                                                                                                       |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <p><i>*The estimated delivery time listed applies to major cities only. Delivery to area outside of major cities may</i></p> <p><i>incur additional days. Delivery time is also subject to custom clearance process.</i></p> <p><i>For Registered &amp; Tracked items, an additional day is needed because it is a recorded delivery service.</i></p> |
| <b>Q5</b> | <b>Where is the REDLY CONNECT - FLEXIPACK INTERNATIONAL available for purchase?</b>                                                                                                                                                                                                                                                                   |
| <b>A5</b> | <p>a. Post Office counters</p> <p>b. Pos-on-Wheels (POW)</p> <p>c. PosBOX Branch (Bangsar South only)</p> <p>d. Available online at <a href="https://pos.com.my/shop">pos.com.my/shop</a></p>                                                                                                                                                         |
| <b>Q6</b> | <b>What is the method of payment for purchase of REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                                                                                                                                         |
| <b>A6</b> | Cash payment only at post office counters and online payment for purchase via <a href="https://pos.com.my/shop">pos.com.my/shop</a>                                                                                                                                                                                                                   |
| <b>Q7</b> | <b>Is there any discount for bulk purchase of the REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                                                                                                                                        |
| <b>A7</b> | Discounts are available for bulk purchase of REDLY CONNECT - FLEXIPACK INTERNATIONAL via <a href="https://pos.com.my/shop">pos.com.my/shop</a> ( <a href="#">terms and conditions apply</a> ).                                                                                                                                                        |
| <b>Q8</b> | <b>Where can the posting of item using REDLY CONNECT - FLEXIPACK INTERNATIONAL be done?</b>                                                                                                                                                                                                                                                           |
| <b>A8</b> | <p>a. Post Office counters</p> <p>b. Pos-on-Wheels (POW)</p>                                                                                                                                                                                                                                                                                          |

|            | c. PosBOX Branch (Bangsar South only)                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |                                                 |   |        |   |        |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------------------------------------------|---|--------|---|--------|
| <b>Q9</b>  | <b>Is posting at yellow or red posting box allowed for REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                                                                                                                                                                                                                                                                       |      |                                                 |   |        |   |        |
| A9         | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      |                                                 |   |        |   |        |
| <b>Q10</b> | <b>What is the information I need to fill in when posting my REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                                                                                                                                                                                                                                                                 |      |                                                 |   |        |   |        |
| A10        | Please fill in the sender and recipient details (name, address, postcode, city, country and phone number). Also, please fill in the Customs Declaration Form CN23 on the back of the envelope/box                                                                                                                                                                                                                                                                                         |      |                                                 |   |        |   |        |
| <b>Q11</b> | <b>What are the items that cannot be sent using REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                                                                                                                                                                                                                                                                              |      |                                                 |   |        |   |        |
| A11        | Customers are not allowed to send prohibited and dangerous goods. Refer to <a href="https://www.pos.com.my/send/pos-laju/international/prepaid/flexipack.html">https://www.pos.com.my/send/pos-laju/international/prepaid/flexipack.html</a> . Also, please ensure that the import regulations of the destination country are adhered to                                                                                                                                                  |      |                                                 |   |        |   |        |
| <b>Q12</b> | <b>What will happen if the item sent exceeds the weight limit?</b>                                                                                                                                                                                                                                                                                                                                                                                                                        |      |                                                 |   |        |   |        |
| A12        | <p>Customer needs to ensure that the weight of the item does not exceed the weight limit based on the sizes of the REDLY CONNECT - FLEXIPACK INTERNATIONAL used. If exceeds, an excess weight charge will be imposed to the customer as follows during posting:</p> <table border="1"> <thead> <tr> <th>Zone</th><th>*Excess weight charge for every additional 10 g</th></tr> </thead> <tbody> <tr> <td>1</td><td>RM0.50</td></tr> <tr> <td>2</td><td>RM1.00</td></tr> </tbody> </table> | Zone | *Excess weight charge for every additional 10 g | 1 | RM0.50 | 2 | RM1.00 |
| Zone       | *Excess weight charge for every additional 10 g                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |                                                 |   |        |   |        |
| 1          | RM0.50                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |      |                                                 |   |        |   |        |
| 2          | RM1.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |      |                                                 |   |        |   |        |

|            |                                                                                                                                                                                                                                       |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <i>*Excess Weight charge for every additional 10g</i>                                                                                                                                                                                 |
| <b>Q13</b> | <b>Does the excess weight charge apply to all sizes of REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                   |
| A13        | The excess weight charge applies to all sizes of REDLY CONNECT - FLEXIPACK INTERNATIONAL except Size M (500 g) for Zone 1 and Zone 2 because the maximum weight limit for REDLY CONNECT - FLEXIPACK INTERNATIONAL is 500 g only.      |
| <b>Q14</b> | <b>What happen if the REDLY CONNECT - FLEXIPACK INTERNATIONAL exceeds the maximum weight limit of 500 g?</b>                                                                                                                          |
| A14        | It will not be processed and will be returned to sender                                                                                                                                                                               |
| <b>Q15</b> | <b>Can customer has his/her item insured when using REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                      |
| A15        | REDLY CONNECT - FLEXIPACK INTERNATIONAL does not have insurance coverage. However, customer can opt for insurance if the REDLY CONNECT - FLEXIPACK INTERNATIONAL item is using Registered service                                     |
| <b>Q16</b> | <b>Does REDLY CONNECT - FLEXIPACK INTERNATIONAL have track and trace feature?</b>                                                                                                                                                     |
| A16        | REDLY CONNECT - FLEXIPACK INTERNATIONAL does not have track and trace feature. This feature is only available if the REDLY CONNECT - FLEXIPACK INTERNATIONAL item is using Registered or Tracked service (terms and conditions apply) |
| <b>Q17</b> | <b>Does REDLY CONNECT - FLEXIPACK INTERNATIONAL have proof of delivery (POD)?</b>                                                                                                                                                     |
| A17        | REDLY CONNECT - FLEXIPACK INTERNATIONAL does not have POD unless it is using the Registered service                                                                                                                                   |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Q18</b> | <b>Is there any compensation if the item sent is delayed?</b>                                                                                                                                                                                                                                                                                                                                                         |
| A18        | There is no compensation for delayed items                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Q19</b> | <b>Is there any compensation if the item sent is lost or damage?</b>                                                                                                                                                                                                                                                                                                                                                  |
| A19        | No compensation for lost or damaged items unless they are using the Registered service (terms and conditions apply)                                                                                                                                                                                                                                                                                                   |
| <b>Q20</b> | <b>What is the reason for price increase of REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                                                                                                                                                                                                              |
| A20        | The price increase of REDLY CONNECT - FLEXIPACK INTERNATIONAL is because of the rising operating costs since its introduction in 2013                                                                                                                                                                                                                                                                                 |
| <b>Q21</b> | <b>How does customer make inquiry on REDLY CONNECT - FLEXIPACK INTERNATIONAL?</b>                                                                                                                                                                                                                                                                                                                                     |
| A21        | <ul style="list-style-type: none"> <li>a. AskPos at <a href="http://www.pos.com.my">www.pos.com.my</a></li> <li>b. Visit Facebook <a href="https://www.facebook.com/PosMalaysiaBerhad">www.facebook.com/PosMalaysiaBerhad</a></li> <li>c. Visit Twitter <a href="https://www.twitter.com/Pos4you">www.twitter.com/Pos4you</a></li> <li>d. Visit website <a href="http://www.pos.com.my">www.pos.com.my</a></li> </ul> |

## REDLY CONNECT - INTERNATIONAL PARCEL

### FREQUENTLY ASKED QUESTIONS

| No.       | Questions / Answers                                                                                                                                                                                                                                                                                                                       |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Q1</b> | <b>What is Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                                                                      |
| A1        | Redly Connect - International Parcel is an economy delivery service from Pos Malaysia for sending big, bulky and heavy items up to 30 kg to over 200 countries worldwide either by air or surface (sea).                                                                                                                                  |
| <b>Q2</b> | <b>What is the difference between Redly Connect - International Parcel (By Air) and Redly Connect - International Parcel (By Surface)?</b>                                                                                                                                                                                                |
| A2        | Both services come with track and trace features but Redly Connect - International Parcel (By Surface) is the least expensive option with longer delivery time if compared to Redly Connect - International Parcel (By Air).                                                                                                              |
| <b>Q3</b> | <b>What are the destination countries for Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                                       |
| A3        | Destination countries are divided into 8 zones for Redly Connect - International Parcel (By Air) and Redly Connect - International Parcel (By Surface). Customers can refer to 'Redly Connect - International Parcel (By Air) - Zone' and 'Redly Connect - International Parcel (By Surface) - Zone' at Pos Malaysia Website for details. |
| <b>Q4</b> | <b>What is the estimated delivery time for item posted using Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                    |
| A4        | The estimated delivery time for Redly Connect - International Parcel (By Air) service is 5 to 16 working days and for Redly Connect - International Parcel (By Surface) is 3 to 18 weeks depending on the destination country. Items subjected to customs inspection may incur additional days. Customers can refer to 'Redly             |

|           |                                                                                                                                                                                                                                                                                                                    |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | Connect - International Parcel (By Air) - Delivery Time & Weight Limit / Redly Connect - International Parcel (By Surface) - Delivery Time & Weight Limit' at Pos Malaysia Website for details.                                                                                                                    |
| <b>Q5</b> | <b>What are the features of Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                              |
| A5        | <p>Below are the features of International Parcel :</p> <ul style="list-style-type: none"> <li>• Door-to-door delivery</li> <li>• Track and trace</li> <li>• Proof of delivery</li> <li>• Optional insurance protection</li> <li>• Compensation</li> </ul>                                                         |
| <b>Q6</b> | <b>What is the rate for Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                                  |
| A6        | Effective <b>1 October 2024</b> , the rates for Redly Connect - International Parcel (By Air) have been revised to Introduce new, lower pricing for the top 10 destinations compared to the current pricing. The rates for Redly Connect - International Parcel are based on zoning and actual weight of the item. |
| <b>Q7</b> | <b>Does volumetric weight apply for Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                      |
| A7        | No, volumetric weight does not apply for this service.                                                                                                                                                                                                                                                             |
| <b>Q8</b> | <b>Is there any additional surcharge applicable for Redly Connect - International Parcel?</b>                                                                                                                                                                                                                      |
| A8        | Effective 1 October 2024, the 20% surcharge for Redly Connect - International Parcel (By Air) has been removed.                                                                                                                                                                                                    |
| <b>Q9</b> | <b>Is tax or duty payment included in the postage price of Redly Connect - International Parcel?</b>                                                                                                                                                                                                               |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A9         | Tax or duty is not included in the postage price. If the item is subjected to tax or duty in the destination country, the relevant authority will contact the recipient for such payment.                                                                                                                                                                                                                                                                                                  |
| <b>Q10</b> | <b>Where is this service available?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| A10        | Pos Malaysia Outlets nationwide<br>SendParcel ( <a href="https://send.pos.com.my/dashboard?lg=en">https://send.pos.com.my/dashboard?lg=en</a> )<br>SendParcel Pro ( <a href="https://dashboard.pos.com.my/">https://dashboard.pos.com.my/</a> )                                                                                                                                                                                                                                            |
| <b>Q11</b> | <b>Is Redly Connect - International Parcel available at SendParcel (<a href="https://send.pos.com.my/dashboard?lg=en">https://send.pos.com.my/dashboard?lg=en</a>)?</b>                                                                                                                                                                                                                                                                                                                    |
| A11        | Only Redly Connect - International Parcel (By Air) is available at SendParcel.                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Q12</b> | <b>What is the information that customer needs to fill in when using Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                                                                                                                                                             |
| A12        | Customer needs to fill in all the required information on the Redly Connect - International Parcel Consignment Note (R&P24). This includes: <ul style="list-style-type: none"> <li>• Sender and recipient details (name, address, postcode, city, country and phone number)</li> <li>• Customs Declaration (content, weight, value etc.)</li> <li>• Category of item</li> <li>• Services</li> <li>• By air</li> <li>• By Surface (sea)</li> <li>• Signature and date of posting</li> </ul> |
| <b>Q13</b> | <b>What are the items that cannot be sent using Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                                                                                                                                                                                  |

|            |                                                                                                                                                                                                                                                                                                                                           |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A13        | Customers are not allowed to send prohibited items and dangerous goods via the postal service. For more information, please refer to 'Prohibited Items' and 'Dangerous Goods' at Pos Malaysia Website or scan the QR Code below for details. Also, please ensure that the import regulations of the destination countries are adhered to. |
| <b>Q14</b> | <b>Is there any compensation if the item sent is delayed?</b>                                                                                                                                                                                                                                                                             |
| A14        | There is no compensation for delayed items.                                                                                                                                                                                                                                                                                               |
| <b>Q15</b> | <b>What is the compensation for lost or damaged item?</b>                                                                                                                                                                                                                                                                                 |
| A15        | The maximum compensation for International Parcel is RM 200 or value of the item (whichever is lower).                                                                                                                                                                                                                                    |
| <b>Q16</b> | <b>How does customer make inquiry on Redly Connect - International Parcel?</b>                                                                                                                                                                                                                                                            |
| A16        | <p>For more info, please submit your inquiry via:</p> <p>Call 1-300-300-300 (Customer Service Hotline)</p> <p>Chatbot AskPos (Let's Chat!):</p> <p><a href="https://www.pos.com.my/contact-us/#AskPos">https://www.pos.com.my/contact-us/#AskPos</a></p>                                                                                  |

## REDLY CONNECT – SMALL PACKET INTERNATIONAL

### FREQUENTLY ASKED QUESTIONS

| No. | Questions/Answers                                                                                                                                                                                                                                |           |                                        |                |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------|----------------|
| Q1  | <b>What is Redly Connect - International Small Packet?</b>                                                                                                                                                                                       |           |                                        |                |
| A1  | Redly Connect - International Small Packet is a service introduced by Pos Malaysia for sending items not more than 500g to an overseas destination by air.                                                                                       |           |                                        |                |
| Q2  | <b>What is the service offered by Redly Connect - International Small Packet?</b>                                                                                                                                                                |           |                                        |                |
| A2  | <ul style="list-style-type: none"> <li>• Ordinary REDLY CONNECT SMALL PACKET INTERNATIONAL</li> <li>• REDLY CONNECT SMALL PACKET INTERNATIONAL + Registered Label</li> <li>• REDLY CONNECT SMALL PACKET INTERNATIONAL + Tracked label</li> </ul> |           |                                        |                |
| Q3  | <b>What is the minimum and maximum dimension for Redly Connect - International Small Packet?</b>                                                                                                                                                 |           |                                        |                |
| A3  | Minimum : 140mm (P) x 90mm(L) x 1mm (T)                                                                                                                                                                                                          |           |                                        |                |
|     | Maximum : 600mm (P)<br>$(P) + (2L) + (2T) \leq 900\text{mm}$                                                                                                                                                                                     |           |                                        |                |
| Q4  | <b>What is the country/destination, estimated delivery time and rate for Redly Connect - International Small Packet?</b>                                                                                                                         |           |                                        |                |
| A4  | Please refer to the table below for the estimated delivery time and rate for Redly Connect - International Small Packet:                                                                                                                         |           |                                        |                |
|     | Zone                                                                                                                                                                                                                                             | Countries | Estimated Delivery Time (Working Days) | Rate (RM)*     |
|     |                                                                                                                                                                                                                                                  |           |                                        | 250g      500g |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                           |        |       |       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|-------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 1                                                                                                                                                                                                                  | Brunei, Singapore, Laos, Cambodia, Myanmar, Thailand, Philippines, Indonesia, Vietnam                                                                                                                                                                                                                     | 4 - 10 | 35.00 | 39.90 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2                                                                                                                                                                                                                  | Afghanistan, Australia, Bangladesh, Bhutan, China, Christmas Island, Cocos Island, Fiji, Hong Kong, India, Japan, North Korea, South Korea, Macao, Maldives, Nepal, New Zealand, Cook Islands, Niue Islands, Tokelau Islands, Norfolk Islands, Pakistan, Papua New Guinea, Sri Lanka, Timor Leste, Taiwan | 5 - 11 | 45.00 | 75.00 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 3                                                                                                                                                                                                                  | Other Countries                                                                                                                                                                                                                                                                                           | 6 - 11 | 50.00 | 82.00 |
| <p><i>* Redly Connect - International Small Packet published rate above is subject to 20% additional surcharge in Ringgit Malaysia (RM).</i></p> <p><i>The estimated delivery time listed applies to major cities only. Delivery to area outside of major cities may incur additional days. Delivery time is also subject to custom clearance process.</i></p> <p><i>For Registered &amp; Tracked items, an additional day is needed because it is a recorded delivery service.</i></p> |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                           |        |       |       |
| <b>Q5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>What happen if the Redly Connect - International Small Packet exceeds the maximum weight limit of 500g?</b>                                                                                                     |                                                                                                                                                                                                                                                                                                           |        |       |       |
| A5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | It will not be processed and will be returned to sender.                                                                                                                                                           |                                                                                                                                                                                                                                                                                                           |        |       |       |
| <b>Q6</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Where can the posting of item using Redly Connect - International Small Packet be done?</b>                                                                                                                     |                                                                                                                                                                                                                                                                                                           |        |       |       |
| A6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>a. Post Office counters</li> <li>b. Pos-on-Wheels (POW)</li> <li>c. PosBOX Branch (Bangsar South only)</li> <li>d. National Mel Centre (NMC) for posting in bulk</li> </ul> |                                                                                                                                                                                                                                                                                                           |        |       |       |

|     |                                                                                                                                                                                                                                                                                                                           |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Q7  | Is posting at yellow or red posting box allowed for Redly Connect - International Small Packet?                                                                                                                                                                                                                           |
| A7  | No                                                                                                                                                                                                                                                                                                                        |
| Q8  | What is the method of payment for purchase of Redly Connect - International Small Packet?                                                                                                                                                                                                                                 |
| A8  | Cash payment only                                                                                                                                                                                                                                                                                                         |
| Q9  | Did stamp is allowed for payment on Redly Connect - International Small Packet postage?                                                                                                                                                                                                                                   |
| A9  | No. Stamp is not allowed for Redly Connect - International Small Packet postage payment                                                                                                                                                                                                                                   |
| Q10 | What are the documents that customers need to fill out when posting of Redly Connect - International Small Packet?                                                                                                                                                                                                        |
| A10 | Customers need to fill in the CN23/CN22 form that available at the counter                                                                                                                                                                                                                                                |
| Q11 | What happens if the CN23/CN22 form is not filled in completely?                                                                                                                                                                                                                                                           |
| A11 | The package will be deferred, and the package may or may not be opened by the relevant agency in the destination country if the package is in doubt.                                                                                                                                                                      |
| Q12 | What is the information I need to fill in when posting Redly Connect - International Small Packet?                                                                                                                                                                                                                        |
| A12 | Please fill in the sender and recipient details (name, address, postcode, city, country, and phone number). Also, please fill in the Customs Declaration section on CN23/CN22 form. Please refer ' <b>Customs Declaration</b> ' FAQ at <a href="https://www.pos.com.my/faq/">https://www.pos.com.my/faq/</a> for details. |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Q13 | <b>What are the items that cannot be sent using Redly Connect - International Small Packet?</b>                                                                                                                                                                                                                                                                                                                                                  |
| A13 | <p>Customers are not allowed to send prohibited items and dangerous goods via the postal service. For more information, please refer to <b>'Prohibited Items'</b> and <b>'Dangerous Goods'</b> at Pos Malaysia Website or scan the QR Code below for details. Also, please ensure that the import regulations of the destination countries are adhered to.</p>  |
| Q14 | <b>Can I have my item insured when using Redly Connect - International Small Packet?</b>                                                                                                                                                                                                                                                                                                                                                         |
| A14 | Redly Connect - International Small Packet does not have insurance coverage. However, customer can opt for insurance if the Redly Connect - International Small Packet item is using Registered service.                                                                                                                                                                                                                                         |
| Q15 | <b>Does Redly Connect - International Small Packet have track and trace feature?</b>                                                                                                                                                                                                                                                                                                                                                             |
| A15 | Redly Connect - International Small Packet does not have track and trace feature. This feature is only available if the Redly Connect - International Small Packet item is using Registered or Tracked service (terms and conditions apply).                                                                                                                                                                                                     |
| Q16 | <b>Does Redly Connect - International Small Packet have proof of delivery (POD)?</b>                                                                                                                                                                                                                                                                                                                                                             |
| A16 | Redly Connect - International Small Packet does not have POD unless it is using the Registered service.                                                                                                                                                                                                                                                                                                                                          |
| Q17 | <b>Is there any compensation if the item sent is delayed?</b>                                                                                                                                                                                                                                                                                                                                                                                    |

|            |                                                                                                                                                                                                                                                                                                                                          |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A17        | There is no compensation for delayed items.                                                                                                                                                                                                                                                                                              |
| <b>Q18</b> | <b>Is there any compensation if the item sent is lost or damage?</b>                                                                                                                                                                                                                                                                     |
| A18        | No compensation for lost or damaged items unless they are using the Registered service (terms and conditions apply).                                                                                                                                                                                                                     |
| <b>Q19</b> | <b>How does customer make inquiry on Redly Connect - International Small Packet?</b>                                                                                                                                                                                                                                                     |
| A19        | <ul style="list-style-type: none"> <li>a. AskPos at <a href="http://www.pos.com.my">www.pos.com.my</a></li> <li>b. Visit Facebook <a href="https://www.facebook.com/PosMalaysiaBerhad">www.facebook.com/PosMalaysiaBerhad</a></li> <li>c. Visit Twitter <a href="https://www.twitter.com/Pos4you">www.twitter.com/Pos4you</a></li> </ul> |

# INTERNATIONAL TRACKED LABEL

## FREQUENTLY ASKED QUESTIONS

| No | Questions/Answers                                                                                                                                                        |           |    |           |    |             |    |                |    |                 |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----|-----------|----|-------------|----|----------------|----|-----------------|
| Q1 | <b>What is Tracked label (CN05bis)?</b>                                                                                                                                  |           |    |           |    |             |    |                |    |                 |
| A1 | Tracked label is a new tracking option of using label stickers with barcode that has Track and Trace feature for International Small Packet and Flexipack International. |           |    |           |    |             |    |                |    |                 |
| Q2 | <b>What are the destination countries for posting using Tracked label?</b>                                                                                               |           |    |           |    |             |    |                |    |                 |
| A2 | Tracked label can be used for posting to selected destination countries as follows:                                                                                      |           |    |           |    |             |    |                |    |                 |
|    | 1                                                                                                                                                                        | Australia | 14 | Germany   | 27 | Malta       | 40 | Slovenia       | 53 | Dominican Rep.  |
|    | 2                                                                                                                                                                        | Austria   | 15 | Greece    | 28 | Mauritius   | 41 | South Africa   | 54 | Egypt           |
|    | 3                                                                                                                                                                        | Belarus   | 16 | Hong Kong | 29 | Mexico      | 42 | Spain          | 55 | Georgia         |
|    | 4                                                                                                                                                                        | Belgium   | 17 | Hungary   | 30 | Netherlands | 43 | Sweden         | 56 | Gibraltar       |
|    | 5                                                                                                                                                                        | Brazil    | 18 | India     | 31 | New Zealand | 44 | Switzerland    | 57 | Iceland         |
|    | 6                                                                                                                                                                        | Canada    | 19 | Indonesia | 32 | Norway      | 45 | Thailand       | 58 | Jersey          |
|    | 7                                                                                                                                                                        | China     | 20 | Ireland   | 33 | Philippines | 46 | Turkey         | 59 | Korea           |
|    | 8                                                                                                                                                                        | Croatia   | 21 | Italy     | 34 | Poland      | 47 | United Kingdom | 60 | Luxembourg      |
|    | 9                                                                                                                                                                        | Cyprus    | 22 | Japan     | 35 | Portugal    | 48 | United States  | 61 | Slovakia        |
|    | 10                                                                                                                                                                       | Denmark   | 23 | Latvia    | 36 | Russia      | 49 | Vietnam        | 62 | Solomon Islands |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |         |    |           |    |              |    |         |    |           |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----|-----------|----|--------------|----|---------|----|-----------|
|           | 11                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Estonia | 24 | Lebanon   | 37 | Saudi Arabia | 50 | Aruba   | 63 | Swaziland |
|           | 12                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Finland | 25 | Lithuania | 38 | Serbia       | 51 | Bhutan  | 64 | Taiwan    |
|           | 13                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | France  | 26 | Macao     | 39 | Singapore    | 52 | Curacao | 65 | Tuvalu    |
| <b>Q3</b> | <b>What is the estimated delivery time for item posted using the Tracked label?</b>                                                                                                                                                                                                                                                                                                                                                                                           |         |    |           |    |              |    |         |    |           |
| <b>A3</b> | 6 to 11 working days.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |         |    |           |    |              |    |         |    |           |
| <b>Q4</b> | <b>What are the benefits of Tracked label?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                |         |    |           |    |              |    |         |    |           |
| <b>A4</b> | a. Mail drop delivery to recipient's letter box with online tracking feature.<br>b. Suitable for lightweight e-Commerce items up to 500 g.                                                                                                                                                                                                                                                                                                                                    |         |    |           |    |              |    |         |    |           |
| <b>Q5</b> | <b>How much is the price of the Tracked label?</b>                                                                                                                                                                                                                                                                                                                                                                                                                            |         |    |           |    |              |    |         |    |           |
| <b>A5</b> | New price effective 14 January 2020 is RM13.50 (not inclusive of postage).                                                                                                                                                                                                                                                                                                                                                                                                    |         |    |           |    |              |    |         |    |           |
| <b>Q6</b> | <b>How to use the Tracked label?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                          |         |    |           |    |              |    |         |    |           |
| <b>A6</b> | <p>Customer is required to purchase the Tracked label and affix it on the front of the International Small Packet and Flexipack International before posting.</p> <div> <div>a. Small Packet International</div> <div>  </div> </div> <div> <div>b. Flexipack International</div> <div>  </div> </div> |         |    |           |    |              |    |         |    |           |

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| <b>Q7</b>  | <b>Where is the Tracked label available for purchase?</b>                                                                                                                                                                                                                      |
| <b>A7</b>  | <ul style="list-style-type: none"> <li>a. Post Office and General Post Office counters</li> <li>b. Pos-on-Wheels (POW)</li> <li>c. PosBOX Branch (Bangsar South only)</li> <li>d. Available online at <a href="https://pos.com.my/shop">https://pos.com.my/shop</a></li> </ul> |
| <b>Q8</b>  | <b>Is there any discount for bulk purchase of the Tracked label?</b>                                                                                                                                                                                                           |
| <b>A8</b>  | Yes, discounts are only available for bulk purchase of Tracked label via <a href="https://pos.com.my/shop">https://pos.com.my/shop</a> (terms and condition apply).                                                                                                            |
| <b>Q9</b>  | <b>Where can the posting of item using Tracked label be done?</b>                                                                                                                                                                                                              |
| <b>A9</b>  | <ul style="list-style-type: none"> <li>a. Post Office and General Post Office counters</li> <li>b. Pos-on-Wheels (POW)</li> <li>c. PosBOX Branch (Bangsar South only)</li> </ul>                                                                                               |
| <b>Q10</b> | <b>Is posting at yellow or red posting box allowed for item using Tracked label?</b>                                                                                                                                                                                           |
| <b>A10</b> | No.                                                                                                                                                                                                                                                                            |
| <b>Q11</b> | <b>Is using stamps to pay postage allowed for items that use the Tracked label?</b>                                                                                                                                                                                            |
| <b>A11</b> | No.                                                                                                                                                                                                                                                                            |
| <b>Q12</b> | <b>Does the Tracked service provide Proof of Delivery (POD)?</b>                                                                                                                                                                                                               |

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| A12        | No signature of recipient is required for Proof of Delivery (POD) because it is a mail drop delivery to the recipient's letter box. However, the barcode at the Tracked label is scanned during the mail drop delivery for record in the Track and Trace system. |
| <b>Q13</b> | <b>Can customer claim for compensation on delay in delivery, loss or damage on item posted using this Tracked service?</b>                                                                                                                                       |
| A13        | No liability on compensation for this Tracked service.                                                                                                                                                                                                           |
| <b>Q14</b> | <b>Is Insurance offered for Tracked service?</b>                                                                                                                                                                                                                 |
| A14        | No.                                                                                                                                                                                                                                                              |
| <b>Q15</b> | <b>Will unsuccessfully delivered item be returned to the sender?</b>                                                                                                                                                                                             |
| A15        | Yes, the item will be returned to the sender if it is still in good condition and the sender's full complete address is written clearly on the package.                                                                                                          |
| <b>Q16</b> | <b>Will the customer (sender) be charged for postage on the return of unsuccessfully delivered item?</b>                                                                                                                                                         |
| A16        | No.                                                                                                                                                                                                                                                              |
| <b>Q17</b> | <b>What is the reason for price increase of the Tracked label?</b>                                                                                                                                                                                               |
| A17        | The price increase of the Tracked label is because of the rising operating costs since its introduction in 2017.                                                                                                                                                 |
| <b>Q18</b> | <b>How do customer make inquiry on this Tracked service?</b>                                                                                                                                                                                                     |
| A18        | <ul style="list-style-type: none"> <li>a. use our e-feedback form</li> <li>b. Visit Facebook Facebook.com/PosMalaysiaBerhad</li> </ul>                                                                                                                           |



Pos Malaysia International

|  |                                                                                                                                                               |
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|  | <p>c. Visit Twitter <a href="https://twitter.com/Pos4you">Twitter.com/Pos4you</a></p> <p>Visit website <a href="http://www.pos.com.my">www.pos.com.my</a></p> |
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# INTERNATIONAL REGISTERED LABEL

## FREQUENTLY ASKED QUESTIONS

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| No.       | Questions/Answers                                                                                                                          |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Q1</b> | <b>What International Registered Label (Track-on2)?</b>                                                                                    |
| A1        | A service for sending registered and barcoded letters or small packages for tracking and tracing purposes                                  |
| <b>Q2</b> | <b>How much is the price of the International Registered Label?</b>                                                                        |
| A2        | RM10.50 (not inclusive of postage).                                                                                                        |
| <b>Q3</b> | <b>Where can I buy International Registered Label?</b>                                                                                     |
| A3        | a. All Post Office counters and major Post Offices<br>b. All Pos Mini branches<br>c. Post On Wheel (POW)                                   |
| <b>Q4</b> | <b>Is there a discount or rebate for buying International Registered Label in bulk?</b>                                                    |
| A4        | Yes (RM0.20). However, the discount will only be given if the customer purchases a minimum of RM1,000.00 worth of Flexipack International. |
| <b>Q5</b> | <b>What are the advantages of International Registered service?</b>                                                                        |
| A5        | a. A registered and barcoded delivery service<br>b. Tracking and tracing                                                                   |

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| <b>Q6</b> | <b>Where can I post using International Registered service?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| A6        | <p>a. Post office counters</p> <p>b. Pos Daftar counters at the Business Mail Centre (for bulk posting)</p> <p>c. All Pos Mini branches</p> <p>d. Post On Wheel (POW)</p> <p><i>Posting via mailbox is not allowed.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Q7</b> | <b>Is insurance available for International Registered service?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| A7        | Yes, customers need to inform the counter clerk during the posting to add-on for insurance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Q8</b> | <b>What is the insurance value for International Registered service?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| A8        | The minimum allowed insurance amount is RM100 while the maximum amount is RM3000, subject to the destination country (refer to Appendix A).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Q9</b> | <b>What are the posting requirements for International Registered service?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| A9        | <p>a. The envelope should be sturdy and undamaged, and there should be no signs that the envelope has been opened or resealed.</p> <p>b. Postal items such as packages that are not sealed with adhesive tape must be securely tied with a string. The tying string for printed matter, including newspapers, to be registered must be able to be untied for inspection, according to the regulations governing the sending of postal items.</p> <p>c. The full name and address of the recipient must be clearly written in Roman letters.</p> <p>d. The posting should not violate the regulations for sending postal items.</p> <p>e. Sufficient payment for the Pos Daftar service and postage fee.</p> |

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| <b>Q10</b> | <b>Can the status of an International Registered shipment be tracked until delivery to the recipient?</b>                                                                                                                                 |
| A10        | Not all country shared their tracking information.                                                                                                                                                                                        |
| <b>Q11</b> | <b>How can I check the status of my International Registered shipment?</b>                                                                                                                                                                |
| A11        | <p>The shipment status can be checked via:</p> <ul style="list-style-type: none"> <li>a. The Track and Trace system on the Pos Malaysia website.</li> <li>b. Contacting the POSLINE customer service hotline at 1-300-300-300.</li> </ul> |
| <b>Q12</b> | <b>Does International Registered shipment have proof of delivery (POD)?</b>                                                                                                                                                               |
| A12        | Yes.                                                                                                                                                                                                                                      |
| <b>Q13</b> | <b>Can a registered letter/item be redirected to another address?</b>                                                                                                                                                                     |
| A13        | No, it cannot.                                                                                                                                                                                                                            |
| <b>Q14</b> | <b>Am I eligible to claim compensation if there is a delay in the delivery of my International Registered item?</b>                                                                                                                       |
| A14        | No, compensation will only be given in the case of damage or loss of the registered item/letter.                                                                                                                                          |
| <b>Q15</b> | <b>What is the maximum compensation value that a customer can receive?</b>                                                                                                                                                                |
| A15        | The maximum compensation value is RM92.00.                                                                                                                                                                                                |
| <b>Q16</b> | <b>Within what time frame can inquiries or claims related to the delivery of International Registered items be made?</b>                                                                                                                  |

|     |                                                                                                                                                                                                                                                               |
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| A16 | <p>Inquiries or compensation claims must be made within 6 months from the date of posting. Customers need to:</p> <ul style="list-style-type: none"> <li>a. Fill out the Customer Feedback Form (PP1 Form).</li> <li>b. Attach the postage receipt</li> </ul> |
| Q17 | <b>What if inquiries, complaints, or claims about International Registered items are made after 6 months?</b>                                                                                                                                                 |
| A17 | Inquiries, complaints, or claims regarding International Registered items will not be entertained.                                                                                                                                                            |
| Q18 | <b>How do customer make inquiry on this International Registered service?</b>                                                                                                                                                                                 |
| A18 | <ul style="list-style-type: none"> <li>a. use our e-feedback form</li> <li>b. Visit Facebook Facebook.com/PosMalaysiaBerhad</li> <li>c. Visit Twitter Twitter.com/Pos4you</li> </ul> <p>Visit website <a href="http://www.pos.com.my">www.pos.com.my</a></p>  |