

FLEXIPACK INTERNATIONAL

FREQUENTLY ASKED QUESTIONS

No.	Questions/Answers																																				
Q1	What is Flexipack International?																																				
A1	Flexipack International is a prepaid product introduced by Pos Malaysia for sending items not more than 2kg to an overseas destination by air.																																				
Q2	What are the destination countries for Flexipack International?																																				
A2	<p>Destination countries are divided into two zones as shown in below table.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Zone</th> <th style="text-align: center;">Destination Countries</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td> <ul style="list-style-type: none"> <li style="width: 50%;">• Brunei <li style="width: 50%;">• Myanmar <li style="width: 50%;">• Singapore <li style="width: 50%;">• Philippines <li style="width: 50%;">• Cambodia <li style="width: 50%;">• Thailand <li style="width: 50%;">• Hong Kong <li style="width: 50%;">• Indonesia <li style="width: 50%;">• Laos <li style="width: 50%;">• Vietnam </td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Other countries</td> </tr> </tbody> </table>	Zone	Destination Countries	1	<ul style="list-style-type: none"> <li style="width: 50%;">• Brunei <li style="width: 50%;">• Myanmar <li style="width: 50%;">• Singapore <li style="width: 50%;">• Philippines <li style="width: 50%;">• Cambodia <li style="width: 50%;">• Thailand <li style="width: 50%;">• Hong Kong <li style="width: 50%;">• Indonesia <li style="width: 50%;">• Laos <li style="width: 50%;">• Vietnam 	2	Other countries																														
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Q4	What is the estimated delivery time for Flexipack International?									
A4	<p>Please refer to the table below for the estimated delivery time for Flexipack International:</p> <table border="1" data-bbox="288 443 1390 853"> <thead> <tr> <th data-bbox="288 443 389 555">Zone</th> <th data-bbox="389 443 1066 555">Destination Countries</th> <th data-bbox="1066 443 1390 555">Estimated Delivery Time* (Working Days)</th> </tr> </thead> <tbody> <tr> <td data-bbox="288 555 389 712">1</td> <td data-bbox="389 555 1066 712">Brunei, Singapore, Cambodia, Hong Kong, Laos, Myanmar, Philippines, Thailand, Indonesia, Vietnam</td> <td data-bbox="1066 555 1390 712">4 - 10</td> </tr> <tr> <td data-bbox="288 712 389 853">2</td> <td data-bbox="389 712 1066 853">Other countries</td> <td data-bbox="1066 712 1390 853">6 - 11</td> </tr> </tbody> </table> <p data-bbox="288 853 1390 954"><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. For Registered & Tracked items, an additional day is needed because it is a recorded delivery service.</i></p>	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
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Q5	Where is the Flexipack International available for purchase?									
A5	<ul style="list-style-type: none"> a. Post Office counters b. Pos-on-Wheels (POW) c. PosBOX Branch (Bangsar South only) d. Available online at www.eziemall.com 									
Q6	What is the method of payment for purchase of Flexipack International?									
A6	Cash payment only at post office counters and online payment for purchase via www.eziemall.com									
Q7	Is there any discount for bulk purchase of the Flexipack International?									
A7	Yes, discounts are only available for bulk purchase of Flexipack International via www.eziemall.com (terms and condition apply).									
Q8	Where can the posting of item using Flexipack International be done?									
A8	<ul style="list-style-type: none"> a. Post Office counters b. Pos-on-Wheels (POW) c. PosBOX Branch (Bangsar South only) d. Posting at yellow or red posting box is NOT allowed for Flexipack International with Registered or Tracked label 									
Q9	What is the information I need to fill in when posting my Flexipack International?									
A9	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.									

No.	Questions/Answers
Q10	What are the items that cannot be sent using Flexipack International?
A10	Customers are not allowed to send prohibited and dangerous goods. Refer to https://www.pos.com.my/postal-courier-services/general-mail/?rules-regulations for more information. Also, please ensure that the import regulations of the destination country are adhered to.
Q11	What will happen if the item sent exceeded the weight limit?
A11	Customer needs to ensure that the weight of the item does not exceed the weight limit. If exceeded, the item will not be processed and will be returned to sender.
Q12	Can I have my item insured when using Flexipack International?
A12	Flexipack International does not have insurance coverage. However, customer can opt for insurance if the Flexipack International item is using Registered service.
Q13	Does Flexipack International have track and trace feature?
A13	Flexipack International does not have track and trace feature. This feature is only available if the Flexipack International item is using Registered or Tracked service (terms and conditions apply).
Q14	Does Flexipack International have proof of delivery (POD)?
A14	Flexipack International does not have POD unless it is using the Registered service.
Q15	Is there any compensation if the item sent is delayed?
A15	There is no compensation for delayed items.
Q16	Is there any compensation if the item sent is lost or damage?
A16	No compensation for lost or damaged items unless they are using the Registered service (terms and conditions apply).
Q17	What is the reason for price increase of Flexipack International?
A17	The price of Flexipack International has to be revised as the operational cost has increased since its introduction in 2013.
Q18	How does customer make inquiry on Flexipack International?
A18	<ul style="list-style-type: none"> a. Customer Service Call Centre at Pos line 1-300-300-300 <ul style="list-style-type: none"> i. 8.30 a.m. to 8.00 p.m., Monday to Friday ii. 8.30 a.m. to 5.00 p.m., Saturday (except first Saturday of the month and public holidays) b. Email to care@pos.com.my c. Visit Facebook Facebook.com/PosMalaysiaBerhad d. Visit Twitter Twitter.com/Pos4you e. Visit website www.pos.com.my