



# CUSTOMER SERVICE CHARTER

## SERVICE STANDARDS

Guided by the GDEX Philosophy in all that we do, Customer First is one of our core values. We put the needs and requirements of customers ahead to ensure that we are able to deliver our ultimate goal – Trust. We strongly believe that our Corporate Qualities of **4P1S: People, Process, Platform, Product, and Speed**; will deliver a cost-effective, speedy, and reliable express carrier service.

We are committed to continuous improvement to enhance and refine our services to better serve our customers. This Customer Service Charter shall serve as a guide for GDEX employees to uphold high service standards in all our interactions with customers.

### Principle 1 : Service Standards

#### 1.1 Delivery

1.1.1 We commit to deliver your shipment in line with our service standards.

<b>1-3</b> Working Days  Within Peninsular Malaysia	<b>1-3</b> Working Days  Peninsular Malaysia to East Malaysia (Major Cities)	<b>1-5</b> Working Days  Peninsular Malaysia to East Malaysia (Non-Major Cities)	<b>1-5</b> Working Days  East Malaysia to Peninsular Malaysia	<b>1-3</b> Working Days  Within East Malaysia
--	---	---	--	--

Note: The above Service Standards are for Regular Service Area (RSA) only. It is not applicable for Non-Service Area (NSA) and Outskirt Delivery Area (ODA). It is also not applicable for bulky shipment arrangement, peak season, natural disaster, pandemic, unavailability of flight, and any other unpredictable event.

### Principle 2 : Engagement Standards

2.1 All enquiries will be addressed within 24 hours.