

### Principle 3 : Accessibility Standards

Our customers can conveniently connect to GDEX through the following channels:



#### Customer Service Hotline

The Customer Service Hotline is [03-6419 5003](tel:03-64195003), available from Mondays to Fridays from 8:30am until 7:00pm, and Saturdays from 8:30am until 2:30pm.



#### WhatsApp

GDEX WhatsApp Support is available 24 hours, 7 days a week, at [03-6419 5003](tel:03-64195003).



#### Online Enquiry Form

Customers can submit an online enquiry at any time of the day at <https://gdex-press.com/contact-us/>



#### Social Media Channels

 [GDEXOfficialPage](#)  [gdex\\_official](#)

GDEX maintains official social media platforms, where customers can also reach out to our **Customer Service Personnel**.



#### Physical Network

The list of all GDEX Branches or Point of Presence (POP) is available at <https://gdex-press.com/locate-us/>



#### Complaints

Complaints can be raised to our Service Quality Unit (SQU) by requesting through our Customer Service Hotline at [03-6419 5003](tel:03-64195003).