



**KEMENTERIAN PEMBANGUNAN
USAHAWAN DAN KOPERASI**
Ministry of Entrepreneur Development and Cooperatives

PRESS RELEASE

MCMC URGED TO INVESTIGATE RIDER'S COMPLAINT AGAINST COURIER COMPANY

Kuching, 14 March 2021 – Minister of Entrepreneur Development and Cooperatives Dato Sri Dr Wan Junaidi Tuanku Jaafar urged the Malaysian Communications and Multimedia Commission (MCMC) to conduct an investigation against a courier service company for cancelling payments owed to a deliver rider.

This was in response to a Facebook posting by a delivery rider for J&T, that has since gone viral, claiming that the courier company has cancelled payments due to her for her services after receiving complaints by customers.

Dr Wan Junaidi viewed the case as a form of 'bullying' where a big company taking advantage over individuals who are struggling to make ends meet and are not well versed over legal provisions and their legal rights when performing their services.

"I am unhappy over this incident and from my observation, this is not the first time complaints against this courier company by riders have gone viral. Someone needs to speak up against big companies like this. They can't simply refuse to pay their riders because of complaints by customers.

"MCMC as well as other relevant authorities should look at this matter seriously and to investigate these allegations. If these are true, the relevant authorities should not take this issue lightly and stern actions should be taken against them, including suspending their license," he said.

Wan Junaidi further said in this challenging times, where people are having difficulties to put food on the table, many are resorting to take on odd jobs to make ends meet and because of that it is important for relevant authorities to ensure that their wellbeing are taken care of.

He also urged these odd job workers to lodge official complaints with the relevant authorities should they come across any problems with their employers.

“I would also like to call on Malaysian to have a little bit more compassion towards these riders. They are merely human and have their shortcomings and problems... just like the rest of us. Don't be too quick to complain,” he added

MINISTRY OF ENTREPRENEUR DEVELOPMENT AND COOPERATIVES