

Surcharge Increased for International Outbound Services Frequently Asked Questions (FAQ)

(22 June 2023)



NO.	QUESTION	ANSWER
1	Why is the surcharge increased?	<p>The ongoing depreciation of the Ringgit against the US dollar has resulted in a significant increase in the delivery costs of International outbound services. Due to the depreciation, it has made it unsustainable for Pos Malaysia to continue to absorb the increase in cost.</p> <p>In order to maintain the quality and reliability of our services, it has become imperative to adjust our rates accordingly to continue to deliver the right level of service to our customers.</p>
2	How much is the surcharge increased by?	<p>The surcharge is increased by 10% and is applied to the base price of the parcel.</p>
3	When is the effective date of the increase in surcharge?	<p>This increase will be applicable for parcels collected effective 1 July 2023 until further notice.</p>
4	Which are the services impacted by the increase?	<p>The increase is applicable to International Air Mail, International Small Packet, Flexipack International, International Air Parcel and EMS.</p>
5	Is the increase in surcharge permanent?	<p>The increase is valid until further notice subject to changes in the exchange rate.</p>
6	How do customers obtain more information about the surcharge?	<p>Customers may obtain more information from AskPos at https://www.pos.com.my/#AskPos</p>

Kenaikan Surcaj bagi Perkhidmatan Penghantaran Antarabangsa

Soalan Lazim

(22 Jun 2023)



NO.	SOALAN	JAWAPAN
1	Mengapakah surcaj dinaikkan?	<p>Susut nilai Ringgit yang berterusan berbanding dolar AS telah menyebabkan peningkatan yang ketara dalam kos perkhidmatan penghantaran Antarabangsa*. Disebabkan oleh susut nilai ini, Pos Malaysia tidak boleh menanggung peningkatan kos secara berterusan.</p> <p>Untuk mengekalkan kualiti dan kebolehpercayaan perkhidmatan kami, penyelarasan kadar yang sewajarnya adalah penting untuk kami terus memberikan tahap perkhidmatan yang baik kepada pelanggan kami.</p>
2	Berapakah surcaj yang dinaikkan?	Surcaj dinaikkan sebanyak 10% dan terpakai pada harga asas bungkusan.
3	Bilakah tarikh kuat kuasa kenaikan surcaj?	Kenaikan ini terpakai bagi bungkusan yang diterima berkuat kuasa 1 Julai 2023 sehingga diberitahu kelak.
4	Apakah perkhidmatan yang terkesan dengan kenaikan surcaj ini?	Kenaikan ini terpakai kepada perkhidmatan Mel Udara Antarabangsa, Paket Kecil Antarabangsa, Flexipack Antarabangsa, Bungkusan Udara Antarabangsa dan EMS.
5	Adakah kenaikan surcaj ini kekal?	Kenaikan ini sah sehingga notis selanjutnya tertakluk kepada perubahan kadar pertukaran.
6	Bagaimanakah pelanggan memperoleh maklumat lanjut tentang surcaj?	Pelanggan boleh mendapatkan maklumat lanjut daripada AskPos di https://www.pos.com.my/#AskPos