13th November 2020

To All Valued Customers

Dear Sir/Madam,

ELECTRONIC DEBTORS DISPUTE MANAGEMENT SYSTEM (e-DDMS)

This circular serves to inform you, our valued customers, that Northport (Malaysia) Bhd has developed and successfully implemented the Electronic Debtors Dispute Management System (e-DDMS). This system will enable customers to lodge disputed bills online.

Advantages of using e-DDMS are as follows:

- Structured system to monitor status of disputes lodged.
- Disputes bill lodged through e-DDMS will be excluded from the outstanding list for purpose of suspension until it has been resolved.
- Easy reference for customers to monitor status of disputes lodged.
- To promote paperless transaction.
- Since it is web-based, it is accessible anytime and anywhere.
- Ability to convert the disputed bills into text or Excel files for recording and reporting purposes.
- Late payment charge is excluded for disputed bills.

Kindly send via e-mail to billing@northport.com.my for any inquiries on e-DDMS.

Thank you for your continuous support.

Yours faithfully,

NORTHPORT (MALAYSIA) BHD

ROHAFIZAH BINTI ISMAIL
General Manager, Finance 18/11/20