

Merchant Surcharge Feedback Form

Merchants are not allowed to impose additional surcharge or minimum transaction amount on payments made by a credit or debit card.

Cardholders who wish to lodge a complaint on merchants imposing a surcharge or minimum purchase amount for payment card transactions may do so via <https://telelink.bnm.gov.my/>

Cardholders who do not wish to pay the surcharge or abide by the minimum purchase amount imposed by a merchant are advised to purchase goods and services from another merchant that does not impose a surcharge or minimum purchase amount.

Please take note

Lodging a complaint will facilitate the Bank to take the necessary action to ensure that merchants cease imposing surcharges or minimum purchase amount on payment card transactions. However, this does not guarantee that the complainant will receive a refund of any surcharge paid to the merchant.

