



PRESS STATEMENT

S.A. 2021/08/110 (HQ)

TNBtemujanji, TNB's Kedai Tenaga online booking appointment service

- * A value-added service that empowers customers
- * Reduce waiting time with better crowd control at Kedai Tenaga

Tenaga Nasional Berhad's (TNB) customers can now reduce waiting time to settle their transactions at Kedai Tenaga with the introduction of a new online appointment booking service, TNBtemujanji.

Introduced on 28 June 2021, TNBtemujanji is a value-added digital platform for TNB customers to book appointments at 117 out of 123 Kedai Tenaga outlets in Peninsular Malaysia. The remaining outlets will offer the service by the end of this month.

Customers just need to visit myTNB portal (www.mytnb.com.my/TNBtemujanji), select their preferred Kedai Tenaga, and choose a date and time of visit. They can pick an appointment date of at least one working day in advance and even rescheduled it to their convenience.

"Creating more value for our customers is important at TNB as we continue to explore new ways of providing greater convenience in how they interact with us," said TNB Chief Retail Officer, Datuk Ir. Megat Jalaluddin Megat Hassan.

"While we have been digitising relevant in-store interactions onto the myTNB platform in providing better support to our customers, we also understand that some customers still prefer in-store engagements with us.

"Having an online medium to book in-store appointments would help customers better plan their schedule, instead of waiting in a queue for their turn. It also reinforces the safety measures to protect both customers and employees via better crowd control at Kedai Tenaga during the pandemic."

Since its introduction, TNBtemujanji has received an encouraging response, with over 4,600 appointments made. Selangor, Kuala Lumpur and Johor are the top three states to receive appointment applications.

TNBtemujanji covers all types of transactions provided at Kedai Tenaga, including, among others, supply applications, deposit refunds and billing issues. Appointment times can be selected from 30-minute time slots starting from 9:00 am until 30 minutes before the closing time of the respective Kedai Tenaga. Once a booking is submitted, customers will receive a confirmation notification via e-mail and SMS with an appointment QR code as a reference.

Upon arrival at the selected Kedai Tenaga for their appointment, customers only need to show the QR code to the attending Customer Care employee. Customers are encouraged to bring along their NRIC and their electricity bill (digital copy on myTNB or a physical copy).

“However, we highly encourage everyone to take extra safety precautions during the pandemic and leverage on myTNB platform as much as possible to reduce any unnecessary face-to-face interaction. It’s convenient and user-friendly, empowering customers to manage their account anytime, anywhere,” Megat added.

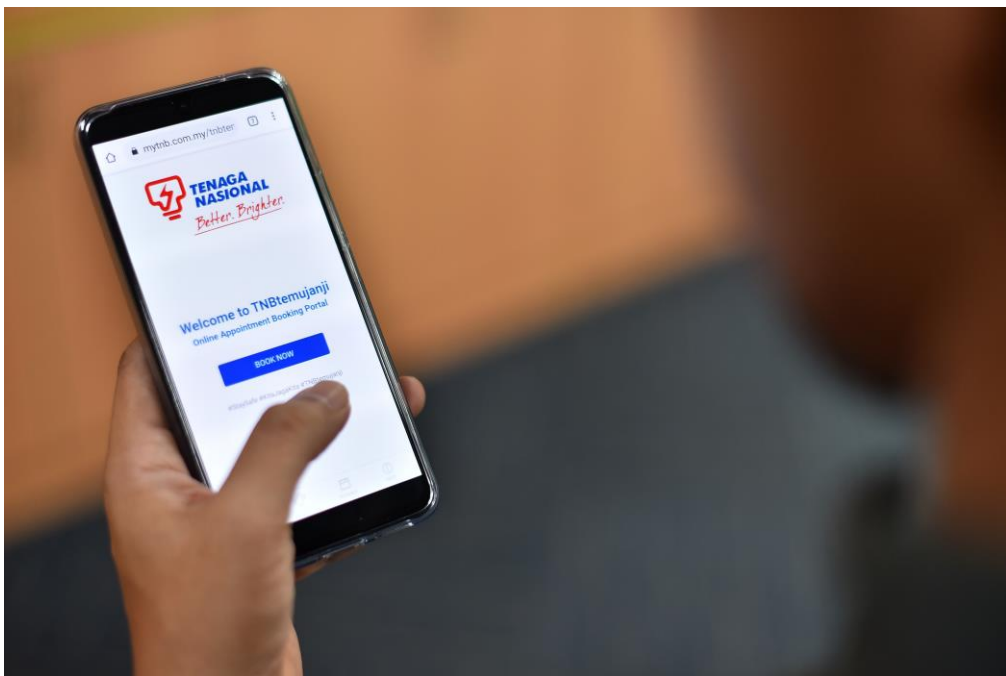
The myTNB app can be downloaded from Google Play, Apple App Store and Huawei AppGallery, while myTNB portal can be accessed via www.mytnb.com.my. For further enquiry regarding TNBtemujanji or myTNB, contact TNB CareLine at 1-300-88-5454 or e-mail tnbcareline@tnb.com.my.

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TNB Chief Retail Officer Datuk Ir. Megat Jalaluddin Megat Hassan



New online appointment booking service, TNBtemujanji, in myTNB portal