

XOX MOBILE SDN BHD

Lot 8.1, 8th Floor, Menara Lien Hoe,
No. 8, Persiaran Tropicana, Tropicana Golf & Country Resort,
47410 Petaling Jaya,
Selangor Darul Ehsan.

Sub name : _____ Date: _____

To whom it may concern,

Sir/Madam,

Sub : E-RECHARGE WRONGLY TRANSFER TO PREPAID ACCOUNT.

With references with the above subject, my name _____
(I/C Number : _____) has received amount RM _____ in my XOX / Onexox
prepaid account number: _____ from MSISDN number _____ on date :
_____/ time _____.

2. I would like to refund back the amount to dealer’s MSISDN number:
_____ in e-recharge account accordingly.

3. I’ve confirmed all the details and agreed on the amount to be transferred. Therefore, I
shall not make any further claims from XOX Mobile Sdn Bhd. Kindly help to transfer the
mentioned amount as per request.

Thank you for your kind cooperation.

Yours sincerely,

Name:
No. IC :