

General

M E-Commerce Account

[My Account] How do I change/update my phone number?

You can change or update the phone number linked to your M E-Commerce account easily via the M E-Commerce App.

To do so, go to the **Me** tab via M E-Commerce App > Select  icon > **My Profile** > **Phone** > **EDIT** > Enter new **Phone Number** > **Continue** > Enter **Verification Code** sent via SMS > **Verify**.

If you are unable to update your phone number, it may be due to your phone number already being linked to an existing M E-Commerce account. A phone number can only be registered under one M E-Commerce account (same for email addresses).

There are 2 possible reasons why your phone number may already be linked to an existing M E-Commerce account:

1. You have an existing account with the same phone number

You might have had another M E-Commerce account before. Do try to recall the password and log in to the other account. If you have forgotten your password, learn how to [reset your password](#).

2. Your phone number was recycled

As phone numbers may be recycled by service providers, it is possible that your phone number previously belonged to someone else.

This does not mean that the previous owner has any access to the M E-Commerce account linked to your phone number, it only means that outdated information still exists in our system.

Do contact our [Customer Service Team](#) for further assistance with the below information:

1. Old phone number

2. New phone number

3. Proof of ownership to the new phone number, screenshot from your Service Provider's application page OR a clear photo of your phone bill payment (whereby your name and phone number are visible).

4. If you are using a prepaid number, you can provide a photo of your e-statement (whereby your name and phone number are visible) accessible through your prepaid mobile app or walk in to request from your mobile provider.

[Account Security] Why can't I change/verify my mobile number?

Your phone number may already be linked to an existing M E-Commerce account. A phone number can only be registered under **one M E-Commerce account** (same for email addresses).

There are 2 possible reasons why your phone number may already be linked to an existing M E-Commerce account:

1. You have an existing account with the same phone number

You might have had another M E-Commerce account before. Do try to recall the password and log in to the other account. If you have forgotten your password, learn how to [reset your password](#).

2. Your phone number was recycled

As phone numbers may be recycled by service providers, it is possible that your phone number previously belonged to someone else.

This does not mean that the previous owner has any access to the M E-Commerce account linked to your phone number, it only means that outdated information still exists in our system.

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1. Old phone number
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3. Proof of ownership to the new phone number, screenshot from your Service Provider's application page OR a clear photo of your phone bill payment (whereby your name and phone number are visible).
4. If you are using a prepaid number, you can provide a photo of your e-statement (whereby your name and phone number are visible) accessible through your prepaid mobile app or walk in to request from your mobile provider.

[Account Safety] How do I avoid scams?

Avoid scams that trick you into providing personal information by following these guidelines:

1. Download the official M E-Commerce App

- Get your M E-Commerce App via these official sources to enjoy the latest security updates.
- Android Play Store
- iOS App Store
- Huawei App Gallery

2. Keep all transactions within M E-Commerce

- When you're buying on M E-Commerce, always make sure to keep all transactions within the M E-Commerce app or our [official website](#)—[me-commerce.com.my](#)
- Be wary of anyone who asks you to make payment without going through the checkout page.

3. Look out for suspicious-looking messages

- Poor spelling and grammar, or links that request for sensitive information such as your password, or one-time password (OTP) are signs of a scam message.

4. Never share sensitive account information

- Account information such as passwords, OTPs, password reset links, and even a photo of yourself can help fraudsters get access to your account.
- As M E-Commerce will never ask you for this information outside of the M E-Commerce App, be wary of those who ask.

5. Practise good password habits

- Change your account password number regularly
- Avoid using the same passwords/PIN numbers across different platforms

If you suspect that you've received a scam message, reach out immediately to [M E-Commerce Customer Service](#) with a screenshot of the message.

Learn more about [common scams and how you can deal with them](#).

[Account Security] Can I use an emulator, APK file or any similar software to access M E-Commerce?

All M E-Commerce users are **not allowed** to use emulators, simulators, bots, or other similar software to access M E-Commerce. Doing so is considered a **violation** of M E-Commerce's [Terms of Service](#).

[Account limitations](#) may be imposed on users that are found to have accessed M E-Commerce platform via any unauthorised third-party hardware/software or unofficial M E-Commerce App version.

⚠️Note

If you have accessed M E-Commerce via any unauthorised means unwittingly, or if your account has been suspended due to this violation but it was not committed by you, contact M E-Commerce Customer Service for assistance.

[Account Security] Why is the CAPTCHA code I entered shown as invalid?

The CAPTCHA code you entered may be shown as invalid if you entered it incorrectly. As the CAPTCHA code is case-sensitive, it is important to make sure that you enter uppercase and lowercase characters accurately, as per the image display.

If you are sure you have entered it correctly, you may select **Click to Refresh** to generate a new CAPTCHA code and try again.

⚠️Note

- The CAPTCHA code is usually used as a form of verification when signing up for a new M E-Commerce account on M E-Commerce App.
- If you're signing up via M E-Commerce Website, the equivalent of this would be a verification puzzle in the form of an image.

[My Account] Why was my account deletion request rejected?

Here are the possible reasons why your account deletion request was rejected:

1. Your account is limited/restricted.

Find out more about [why your account may be limited/restricted and how to request for account activation](#).

2. Your phone number has been used too many times to register for M E-Commerce accounts.

Contact [M E-Commerce Customer Service](#) to provide information on why there have been multiple signups related to your phone number.

3. You still have ongoing orders.

Make sure that all your orders are completed, including the ones that are still being delivered or processed for return/refund, before requesting for account deletion.

An order is considered to be completed only when the funds for that transaction have been paid out. For instance, a refund must be released to the buyer or payment must be released to the seller in order for an order to be deemed completed for both parties.

4. You have exceeded the account deletion limit

You can only delete an account created with the same phone number twice.

For example, if you deleted an account once and signed up again using the same phone number, you can only delete it once more. If you sign up for a third time with the same phone number, you will not be able to delete that account.

[My Account] How do I delete my M E-Commerce account?

You can delete your M E-Commerce account **only via M E-Commerce App**.

To delete your account, go to the **Me** tab via M E-Commerce App > Select the  icon > **Request Account Deletion** > **OK** > **Proceed** > Enter **Verification Code** sent via SMS > **Next** > Select **Reason** for account deletion > Enter **Email Address** > Check the **Terms & Conditions** checkbox > **Submit**.

⚠Note

- Account deletion is **permanent** and **irreversible**. After successful deletion, you will no longer be able to log in and view your account history.
- Account deletion requests are subjected to approval. To ensure your request will be approved, learn more about [reasons for rejection of account deletion requests](#) to make sure your account is ready for deletion.
- M E-Commerce reserves the right to reject future account creation requests from you.

[My Account] How do I unsubscribe from M E-Commerce newsletters?

To unsubscribe from M E-Commerce newsletters, go to the **Me** tab via M E-Commerce App > Select the **⚙ icon** > **Notification Settings** > **Email Notifications** > Disable the toggle for **Newsletter**.

⚠Note

Unsubscribing from M E-Commerce newsletters means you will no longer receive the latest updates on campaigns and events from M E-Commerce via email. M E-Commerce sends newsletters regularly to keep you updated on the best deals.

[My Account] How do I link/unlink social media accounts from my M E-Commerce account?

You can link your social media account(s) to your M E-Commerce account easily via M E-Commerce App.

To do so, go to the **Me** tab via M E-Commerce App > Select the **⚙ icon** > **My Profile** > **Social Media Accounts** > Select **LINK** beside the social media account of your choice.

If you wish to unlink a social media account, select **UNLINK** beside a linked social media account.

[My Account] What is the maximum number of followers and accounts I can follow?

There is no **maximum number of followers** that your M E-Commerce account can have.

However, there is a **limit of 3,000 accounts that you can follow**. You can only follow up to a maximum of 100 accounts a day.

[Account Security] Why did my login attempt fail?

There are several reasons you may not be able to log in to your M E-Commerce account. To better understand why, we recommend **trying other login methods** prior to contacting our customer service agent.

If you forgot your username, you can also try logging in using your registered phone number instead. Alternatively, you can attempt login via email as well if you previously registered using your Facebook account. You may also [reset your account password](#) if you have forgotten it.

Other failed logins are due to one of the two following reasons:

1. System Limitations

As part of M E-Commerce's increasing efforts to make the shopping experience safe and enjoyable for all our users, some system limitations have been put in place. This is also to prevent unauthorized access to your account. Therefore if you face this issue we do suggest contacting our customer service agent via the "**email icon**" or "**chat now**" below .

2. Permanent Suspension

Finally, we may permanently suspend users who have violated M E-Commerce policies. Such users will not be able to log in due to security reasons.

You may refer to the article "[Why Is My Account Being Limited](#)" to learn more about account limitations. Kindly view our [Basic Troubleshooting Guide](#) as well before attempting to contact Customer Service.

For more details on our "DOs" and "DON'Ts", please refer to our [Terms of Service](#) and [Community Rules](#).

You can click on the sub-categories below to see all other related topics.

[My Account] How do I add/verify my phone number?

You can add or verify your phone number via M E-Commerce App or [M E-Commerce Website](#).

Via M E-Commerce App

Go to the **Me** tab > Select  icon > **My Profile** > **Set Now** > **ADD** > Enter **Phone Number** > **Continue** > Enter **Verification Code** sent via SMS > **Verify**.

Via M E-Commerce Website

Select your username > Select **My Account** via the dropdown list > Select **Add** beside **Phone Number** > Enter **Password** for verification > Enter **Phone Number** > Select **Send Verification Code** > Enter **Verification Code** > **CONFIRM**.

Note

- Do add your phone number if you signed up using a third-party account such as Google, Facebook or Apple.
- Verification of phone number is important as it shows that your M E-Commerce account is valid, active, and belongs to a real user.
- Buyers need a verified phone number to make a purchase on M E-Commerce.

[My Account] Can I change my username?

All M E-Commerce users can only change their username **once**.

To change your username via M E-Commerce App, go to the **Me** tab > Select  icon > **My Profile** > Select **Username** > Enter new username > **Save**.

If you are unable to change your username, it is likely that it has already been changed before. If you wish to change it again, contact [M E-Commerce Customer Service](#) for assistance.

Note

Username changes will be reviewed by M E-Commerce. You will be notified of the outcome via in-app notification.

[My Account] Why did I not receive my verification code/One-Time Password (OTP) via SMS?

If you did not receive your verification code or One-Time Password (OTP) via SMS, it could be due to 2 reasons:

1. Network or connectivity issues

Try the following basic troubleshooting techniques:

- Ensure that your phone line signal is full.
- Resend a verification code (up to 4 attempts).
- Switch off your mobile phone, remove and re-insert your SIM card, then switch on your mobile phone again. After that, make another request for a verification code.

2. Account is linked to another phone number

Check your profile information to ensure that the correct phone number is linked to your M E-Commerce account.

Should the issue persist, contact [M E-Commerce Customer Service](#) with the following information ready:

- M E-Commerce username
- Date and time when the issue occurred
- Phone model and version (Android or iOS)
- Service provider
- Last known page where verification code was requested (e.g during password reset, updating bank account details, etc)

[My Account] How do I reset my account password if I have forgotten it?

If you are not logged in and have forgotten your account password, select **Forgot?** via the **Log In** page on M E-Commerce App > Enter **Phone Number** linked to your account* > **Next** > Enter CAPTCHA **Code** > Enter **Verification Code** sent via SMS > Set new **Password** > **OK**.

*If you entered your email address instead of phone number, a verification link will be sent to that email address. You can proceed to set a new password via the verification link.

[My Account] How do I change my account password?

You can change your account password easily via M E-Commerce App.

To do so, go to the **Me** tab via M E-Commerce App > Select  icon > **My Profile** > **Change Password** > Enter **Current Password** as verification > **CONTINUE** > Enter **New Password** > **NEXT**.

Note

- Passwords are required to have:
 - A minimum of 8 characters (maximum 16 characters).
 - At least one uppercase and one lowercase character.

● You are encouraged to include numbers and symbols (e.g. !@#\$\$%^&*) to create a strong password that is harder to guess.

[New to M E-Commerce] Why can't I sign up with my phone number?

Your phone number may already be linked to an existing M E-Commerce account. A phone number can only be registered under **one M E-Commerce account** (same for email addresses).

There are 2 possible reasons why your phone number may already be linked to an existing M E-Commerce account:

1. You have an existing account with the same phone number

You might have already signed up and created a M E-Commerce account before. Do try to recall the password and log in to the existing account. If you have forgotten your password, learn how to [reset your password](#).

2. Your phone number was recycled

As phone numbers may be recycled by service providers, it is possible that your phone number previously belonged to someone else.

This does not mean that the previous owner has any access to the M E-Commerce account linked to your phone number, it only means that outdated information still exists in our system.

During the signup process, you can **Reclaim Phone Number**. Once you do so, a verification code will be sent to your phone number, and you'll be able to continue with the signup process.

If you are still unable to resolve this issue, contact [M E-Commerce Customer Service](#) for assistance.

[New to M E-Commerce] How do I log in to my M E-Commerce account?

You may log in to your registered M E-Commerce account in 4 ways:

1. Via phone number/email address/M E-Commerce username with account password

Go to the **Me** tab via M E-Commerce App > **Log In** > Enter **Phone, Email** or M E-Commerce **Username** and **Password** > **Log In**.

2. Via SMS

Go to the **Me** tab via M E-Commerce App > **Log In** > **Log In with SMS** > Enter **Phone Number** > **Next** > Enter **CAPTCHA Code** > Enter **Verification Code** > **Next**.

3. Via Google, Facebook, or Apple account

Simply select the third-party account you wish to log in with, and follow the instructions for verification. Log in via Apple account is only applicable for iOS devices.

4. Via QR code on M E-Commerce Website (scan with M E-Commerce App)

You may log in to your account via [M E-Commerce Website](#) using the 3 ways above, as well as by scanning the QR code on the Login page.

To do so, select **Login** on M E-Commerce Website > **Log in with QR** > **Scan QR code with M E-Commerce App**.

To scan the QR code with M E-Commerce App, select QR/Barcode Scanner on the App homepage > Scan QR code > **Confirm Login**.

⚠ Note

- Ensure that you do not share your verification code (OTP) with anyone.
- If you don't have a M E-Commerce account yet, find out [how to create a M E-Commerce account](#).

If you are unable to login, find out more about the [possible reasons and solutions for login issues](#).

[New to M E-Commerce] How do I create a M E-Commerce account?

Before you create an account, do read M E-Commerce's [Terms of Service](#) and [Privacy Policy](#) first.

Once you have agreed to the above, you can sign up for a M E-Commerce account via our official M E-Commerce App or M E-Commerce Website.

Sign up via M E-Commerce App

Go to the **Me** tab on M E-Commerce App > **Sign Up** > Enter **Phone Number** > **Next** > Enter CAPTCHA **Code** > Enter **Verification Code** > **Next** > Set **Password** > **Sign up**.

Sign up via M E-Commerce Website

Select **Sign Up** on [M E-Commerce Website](#) > Enter **Phone Number** > **NEXT** > Complete **Verification puzzle** > Enter **Verification Code** > **VERIFY** > Set **Password** > **SIGN UP**.

Alternatively, you may also create a M E-Commerce account by using your Google, Facebook or Apple account.

⚠ Note

Set a strong password by using a combination of uppercase letters, lowercase letters, numbers, and symbols for added security.

Kindly note that sign up via Apple account is only available for iOS devices.

[Account Security] Receiving OTP/Verification Code via WhatsApp

Your request for an OTP verification code may be sent to you via our official M E-Commerce OTP WhatsApp business account.

To check whether the message you received is genuine, kindly check if;

- The account name is called M E-Commerce OTP
- There is a green check present next to the name
- The WhatsApp account is a business account.

Reminder: Please do not share your OTP with others under any circumstances for security reasons.

[My Account] How do I add/edit my email address?

You can add or edit the email address linked to your M E-Commerce account via M E-Commerce App or [M E-Commerce Website](#).

Via M E-Commerce App

Go to the **Me** tab > Select  icon > **My Profile** > Select **Email** > Enter **Password** for verification > **CONTINUE** > Enter new email address > **DONE**. After this, you'll need to verify your new email address via the verification link that was sent to its inbox.

Via M E-Commerce Website

Select your username > Select **My Account** via the dropdown list > Select **Change** beside **Email** > Enter **Password** for verification > **Confirm** > Enter **New Email Address** > **CONFIRM**. You'll then need to verify your new email address via the verification link that was sent to its inbox.

Note

Each email address can only be linked to **one** M E-Commerce account.

[My Account] Why can't I log in to my M E-Commerce account?

Unsuccessful login attempts to your M E-Commerce account may occur due to the following reasons:

1. Incorrect password

Check that you have entered your password correctly. If you have forgotten your password, find out how you can [reset your password](#).

2. Expired verification code

When you receive the verification code (OTP) sent via SMS to the phone number linked to your M E-Commerce account, ensure that you enter the verification code within the 60-second time limit. Otherwise, you'll have to request for a new one to be sent again once the time limit is up.

Note

If you fail to receive your verification code, find out [why you might have issues receiving OTPs via SMS and how to resolve them](#).

3. Limited account

Your account may be limited due to:

- Security reasons, such as suspicious login activity or suspected hacking attempts.
- Other reasons, such as violation of M E-Commerce's policies.

In such cases, you may [appeal to reactivate your account](#) or contact [M E-Commerce Customer Service](#).

⚠ Note

Users who violate M E-Commerce policies may be permanently suspended. Refer to our [Terms of Service](#) and [Community Rules](#) for more information.

4. Technical issues

Login errors may sometimes occur due to technical issues. Ensure that your M E-Commerce App is updated to the latest version and that you're using a stable internet connection.

5. Incorrect password for third-party accounts

If you are trying to log in with your Google, Facebook, or Apple account, ensure that the account and password for the third-party account are correct.

[My Account] Can I log in to the same M E-Commerce account on multiple devices?

You can login and use the same M E-Commerce account across multiple devices. All the details and activities of your account, such as liked products, comments, and purchase history, will remain unchanged.

Do note that M E-Commerce will send a One-Time Password (OTP) to the phone number registered to your M E-Commerce account as a verification code for every login attempt. As such, do ensure that your phone number is up to date. Find out how you can [update your phone number](#).

[Account Security] How do I keep my M E-Commerce account secure?

To keep your M E-Commerce account secure, protect your personal information and transact safely by following these guidelines:

1. Never share your account password, One-Time Password (OTP)

These are confidential information that should not be given to anyone, including family and friends. Account password and OTP are usually used for verification purposes for certain actions, such as changing account information.

⚠ Note

- M E-Commerce will never ask for your personal information.
- Beware of situations where scammers may pretend to be M E-Commerce employees and ask for your personal information, claiming that you've won a prize. Never trust them and do contact [M E-Commerce Customer Service](#) immediately.

2. Set a strong password number

A unique password number will help to keep your account secure. Changing them periodically also provides an added layer of security.

A strong password number would:

- Consists of at least 8 characters.
- Consists a mix of numbers, symbols (e.g. !@#\$\$%^&*), uppercase and lowercase letters.

For password number, ensure that you:

- Do not use your personal name, username, or date of birth.
- Do not use consecutive characters, such as “abcd” and “0000”, or keyboard sequences such as “qwerty” and “147852”.

3. Access your M E-Commerce account and transact only via the official M E-Commerce App/Website

Always double check links and ensure that they belong to our official M E-Commerce website at <https://me-commerce.com.my>. Never trust anyone who directs you to make transactions outside the official M E-Commerce platforms.

⚠ Note

- Scammers may send you links that look similar to the official M E-Commerce website and ask you to share personal information or download a file.
- M E-Commerce will **never** ask you to download anything or log in to any website other than the official M E-Commerce website.

4. Keep your account information up to date

Ensure your account information, such as phone number and email address, are up to date. This is important as you will receive important information, such as One-Time Password (OTP), and updates from M E-Commerce via your phone number/email.

[Online Safety] How to avoid online shopping scams when you're buying things online?

Online shopping scams have become a lot more rampant especially now as we are spending more time online be it to shop, sell, or browse.

It's highly likely you may encounter or hear about a scam every so often.

Here are 7 steps you can take to avoid online shopping scams:

1. Never, ever share your personal details with other people.

Such as address, phone number, identification card number, online banking login details, or credit/debit card OTP. Keep this information strictly to yourself only.

2. Always be doubtful and paranoid.

Question deals and promotions that sound “too good to be true” and “too easy to be done”. A contest that offers an insane amount of rewards or an attractive job opportunity or income that requires you to make upfront payments first. (That’s obviously a scam!)

3. Think twice or thrice, just take your time.

Do not accept/respond to something instantly no matter how urgent it is. Instead, take time to verify the situation through reliable sources and official platforms.

4. Stay calm no matter what.

If you receive a call, a message, or an email from an authority that demands you to take action instantly or you’ll get into trouble, stay calm, take a deep breath, and call the authorities through official contacts to verify the situation with them.

5. Observe the sender’s information.

Does the call or message come from a private number or foreign number?

Does the email come from an address that ends with a random domain?

If yes, don’t respond to any of them.

6. Strengthen your online accounts

Set a strong password combination, update your software to the latest version, or enable two-step verification are some of the effective ways to prevent account hacking.

[Find out more about how to make your M E-Commerce account safe.](#)

7. Always refer to an official source

There are many ways in which a scammer may fool you, this may include impersonating someone they are not. When in doubt, always refer to the verified and official channels such as M E-Commerce’s official website or official social media accounts.

What should you do if you encounter an online shopping scam?

If you've encountered suspicious online activities, M E-Commerce strongly encourages you to report it to the nearest police station or via:

1. SEMAKMULE, a PDRM platform to check on bank accounts and telephone numbers involved with commercial crimes: <https://semakmule.rmp.gov.my/>
2. CCID Infoline (8:00AM to 12:00AM), a PDRM WhatsApp channel to check on the status of police reports and submit information on commercial crime cases: 013-211 1222
3. CCID Scam Response Centre (8:00AM to 8:00PM), a PDRM information hotline to submit information or inquire information on online scams: 03-26101559 / 03-26101599

FYI: Online shopping scams can be conducted in innovative methods (yup, they will evolve too). It’s better if you’re aware of the [common types of M E-Commerce scams](#) that have happened or are happening in Malaysia so you’ll learn the patterns and be able to identify an online scam next time. [Click here to get more online shopping safety tips](#) so you can always shop safely!

[Account Safety] How do I spot a scam?

Spotting scams

Scams are usually recognisable by:

- Non-M E-Commerce links that request for sensitive account information such as one-time passwords (OTPs) or account passwords
- Poor spelling and grammar

Here are some common reasons that impersonators of M E-Commerce staff use:

- Claims that you have **won prizes**
- Claims that **something went wrong with your account/order**

They may then get you to do one of the following:

- Share your OTP/ account password number
- Share your personal data such as your date of birth which customer service agents may use to verify a buyer's identity

You should always ignore, or report such cases as M E-Commerce will never ask for these details via unofficial platforms. Furthermore, M E-Commerce will never ask for your passwords and PIN numbers.

M E-Commerce will only contact you via official channels, such as the M E-Commerce App, our verified social media accounts, or email addresses that end with **me-commerce@hotmail.com**

Reporting scams

If you have submitted any account or personal information to suspicious third parties, you should immediately report it to [M E-Commerce Customer Service](#).

In the meanwhile, [change your account password](#) immediately via the M E-Commerce App.

[Scam Advisory] How do I deal safely on M E-Commerce?

1. ALWAYS DOWNLOAD THE M E-COMMERCE APPLICATION THROUGH OFFICIAL STORES

Do not download the M E-Commerce application through unofficial channels such as App Store (for iOS), Play Store (for Android) or Huawei AppGallery (for Huawei devices with AppGallery).

2. ENSURE THAT YOU ARE ALWAYS TRANSACTING WITHIN M E-COMMERCE'S OFFICIAL APP / WEBSITE

Keep all transactions within M E-Commerce and be wary of buyers / sellers who invite you to transact outside of M E-Commerce. M E-Commerce will not ask for any additional payments outside of your checkout/order details page.

3. BE WARY OF MESSAGES CLAIMING TO BE FROM M E-COMMERCE

M E-Commerce will only contact our users via our official channels such as official M E-Commerce Facebook page or through M E-Commerce app notification (if you receive any suspicious emails from M E-Commerce, do not click on any links and immediately notify us via our Customer Service team).

4. NEVER SHARE YOUR ONE TIME PASSWORD (OTP)

M E-Commerce will never ask for personal information such as OTP PIN over phone call, SMS, email or any other social media messaging service (e.g. WhatsApp, LINE, WeChat, Telegram, Instagram, Facebook, etc.).

5. NEVER SHARE YOUR PASSWORD

M E-Commerce will never ask for personal information such as your passwords.

5. NEVER SHARE YOUR RESET PASSWORD LINK

Do not share your reset password link with anyone as it can be used by fraudsters to access your M E-Commerce account.

[Account Security] Can I register again after deleting my account?

If your account was limited, you will not be able to register using the **same email address or phone number** that you have used. We do suggest checking out our article on "[Why Is My Account Being Limited](#)" for account appeal instead.

If you requested for your account to be deleted, you will be able to register using the same email address or phone number that you have used before.

M E-Commerce reserves the right to ban or terminate your user account without prior notice at its sole discretion.

*Have other queries? Tell us more using the " **email icon** " or " **chat now** " below.
You can click on the sub-categories below to see all other related topics.*

[Account Security] Why do I need to verify my mobile number?

Phone number verification is important as M E-Commerce strives to ensure all users are actual users.

Buyers will only be able to initiate a chat with the seller or place an order after they have successfully updated their phone number. Verification code will be sent to your mobile number for registration and you will only be able to purchase upon completion.

If you are a seller, you are only be eligible to list and publish your products to your store for buyers to buy after you have registered your mobile number.

Ultimately, we want to create a safe and positive community here at M E-Commerce!

If you cannot verify your phone number due to recent change of your phone number, please do refer to our article "[How Do I Change My Mobile Number](#)". Alternatively, you may click [HERE](#) to change your mobile number to new one.

*Have other queries? Tell us more using the " **email icon** " or " **chat now** " below .
You can click on the sub-categories below to see all other related topics.*

[Account Security] Secure your account with a strong password or wallet PIN

Like most websites and social media platforms, M E-Commerce encourages the user of a strong password and wallet PIN on our platform to safeguard your account.

Choosing a strong password is never easy, and the best passwords and wallet PINs are ones that are memorable but hard to guess. To create a password and wallet PIN that keeps your account secure, we recommend the following tips:

Meet password requirements

- Minimum 8 Characters - the more characters, the better
- A mixture of uppercase and lowercase letters - having a mix of different types of characters will make your password harder to crack.

Strengthen your Password and Wallet PIN

- Set a unique password or wallet PIN - use a different password or wallet PIN for important accounts, like your email and platforms involving payments
- Do not use personal information such as phone numbers, birthdays, anniversaries etc.
- Do not use repeated numbers or sequences such as "abcd", "0000" or keyboard sequences like "qwerty", "147852"

We won't contact you asking for your password or Wallet PIN

M E-Commerce will never ask you to provide your password or wallet PIN via phone call, social media messaging apps, email or M E-Commerce chat.

We will never ask you to download something or login to a non-M E-Commerce website. Please check that you are using our secure <http://me-commerce.com.my> website to login.

What should I do if I suspect my account has been hacked?

- If you are unable to login or perform sensitive actions on your account such as wallet withdrawal or checkout, do contact M E-Commerce Customer Service. We may have suspected a breach in your account security and taken preventive actions.
- If you have provided your Password or wallet PIN to someone, please login to reset your password and wallet PIN at once. If you are no longer able to login, please contact M E-Commerce Customer service immediately.

If you have forgotten your password, tap on "[Forgot Password](#)" at the login page and follow the instructions to reset your password.

If you have forgotten your wallet PIN, tap on "[Reset Seller Balance PIN](#)" and follow the instructions to reset your PIN.

[Account Security] Why can't I log in with my phone number?

In the event you are unable to log in to your account using a specified mobile number, do take note that this could be due to the mobile number currently being in use. In this case, users have **two options** if they wish to use that specific mobile number. The options are as follows:

Option 1:

Users may delete their previous M E-Commerce account linked to the mobile number they wish to use. This will free up the mobile number to be used with your current M E-Commerce account. In order to delete your M E-Commerce account, kindly click [HERE](#) or follow the steps below:

- **Me > Account Settings > Request Account Deletion.**
- Enter the **Verification Code** sent to the tied mobile number.
- Provide a **reason** for account deletion and confirm your request.

We understand that your previous mobile number may no longer be in use resulting in failure to receive the verification code. In this case, kindly refer to Option 2 for further assistance.

Option 2:

Users may contact Customer Service or fill in this [FORM](#) to expedite mobile number change for mobile numbers currently in use. Kindly provide any of the relevant documents for our CS Team to verify your identity. Customer Service agent may request the following details:

1. M E-Commerce Username
2. Contact Number
3. Email Address
4. Date of Birth
5. Registered Shipping Address
6. Proof of ownership to the new number (not limited to):
 - A screenshot from your Service Provider's application page
 - A clear photo of your phone bill payment (whereby your name, phone number and address is made visible)
 - A clear photo of your utility bill (whereby your name and address is made visible)

Once our CS Team has verified your identity, you will be notified that your mobile number has been delinked and may be used for your new M E-Commerce account!

[Account Security] How do I find my M E-Commerce username?

1) If you are using M E-Commerce Mobile app, go to "**Me**" and you can find your M E-Commerce username at the top banner:

2) If you are using M E-Commerce webpage, log in and you can find your M E-Commerce username at the top right corner:

[Account Security] Why I failed to register my new account?

All buyers must sign up for a new account before they are being able to make their purchase. To know more about how to you signup for a new account, you may have a look at the article "[How do I register for an account?](#)".

Below are some of the common reasons why one may fail to sign up for a new account in M E-Commerce:

1. Your mobile number has been registered in M E-Commerce
2. Your email address has been registered in M E-Commerce

If your phone number has been registered in M E-Commerce, please try to recalling your password to allow you to login instead. Otherwise you may also click on "Forgot Password" to allow our system to send you an OTP for you to reset your password.

Do note that if your email address has been registered, you may try to recall your password to allow you to login to this account again. In the event you failed to recall your password, please inform us through **Customer Service** for us to assist you further.

If you have previously used the feature of "Sign Up with Facebook", this will automatically synchronise your account and allow you to use your Facebook's Email Address and Password to login to your M E-Commerce account. You may then proceed to add your phone number into this account to use this account for your purchases. Alternatively you may also delete this account created through "Sign Up with Facebook" to unlink your email address to be used at your main account.

After you have successfully registered for an account, if you are unsure on how to make your first purchase, do have a look at "[How do I make a purchase on M E-Commerce?](#)" for a better understanding about the purchasing process.

Checkout our [Seller Education Hub](#) for more tips and tricks to sell in M E-Commerce.

Have other queries? Tell us more using the "**email icon**" or "**chat now**" below .
You can click on the sub-categories below to see all other related topics.

[My Account] How do I update my birthday and gender on M E-Commerce?

Update your birthday and gender now to receive the latest news, exclusive offers, birthday surprises and personalised tips! Simply follow the steps below and you're set.

- Step 1 : Go to "**Account Setting**" in your "**ME**" page.
- Step 2 : Click on "**My Profile**".
- Step 3 : Click on "**Birthday**" and update your birthday date.
- Step 4 : Click on "**Gender**" and update your gender.

That's it, you're done! Sit back and relax while we keep you updated with personalised content.

*Have other queries? Tell us more using the " **email icon** " or " **chat now** " below .
You can click on the sub-categories below to see all other related topics.*

[Notifications] Why was I notified about suspicious interactions with sellers?

If you received an in-app notification stating that suspicious/unusual interactions between you and seller(s) were found, it means M E-Commerce has detected possible fraudulent activities in your interactions with sellers. You must stop engaging in such fraudulent activities to prevent account suspension.

Colluding with sellers to deceive M E-Commerce and gain unfair benefits over other M E-Commerce users is a fraudulent act that violates M E-Commerce's policies, which may result in account suspension.

You should never contact and/or conspire with sellers within or outside of M E-Commerce official platforms to gain unfair benefits through fraudulent activities. Examples of fraudulent activities include:

- Boosting a shop's rating unnaturally
- Abusing shop promotions
- Abusing shipping promotions
- Engaging in transactions outside of M E-Commerce official platforms, including offline transactions

To ensure a fair and pleasant shopping experience for all M E-Commerce users, any user found to have violated M E-Commerce's policy through collusion with sellers will have their accounts suspended.

[Account Safety] What should I do if I cannot complete the verification puzzle during sign up/login?

If you are having trouble completing the verification puzzle, do:

- Try again and match the puzzle piece as closely as possible using the slider.
- Select the refresh icon to generate a new puzzle and try again.

If the problem persists, contact [M E-Commerce Customer Service](#) for assistance.

[Account Security] Why users follow me? How do I stop other users from following me?

⚠ Note

M E-Commerce Feed will no longer be available from 31 Aug 2022. [Learn more.](#)

Under normal conditions, if a user follows you, they will be able to see your account's activity in the form of **new product listings, promotions, and reviews shown under their 'Feed' tab.**

For users that prioritize privacy, you may follow the steps below to hide all your activity from being shown in your follower's 'Feed':

M E-Commerce App > Me > Privacy Setting > Turn On 'Private Activity' and 'Hide My Likes'

For more information about this feature, please do have a look at our article "[How do I follow someone?](#)".

*Have other queries? Tell us more using the " **email icon** " or " **chat now** " below .*

You can click on the sub-categories below to see all other related topics.

[Account Safety] What should I do if I am notified of unknown critical account information changes or login attempts?

If you receive an in-app notification/email about critical information changes for your account or new login attempts that you did not make, you should:

- [Change your account password](#) number immediately.
- Contact [M E-Commerce Customer Service](#) for assistance.

You might receive such alerts when:

- Changes are made to important details of your M E-Commerce account, such as password, phone number, and email address.
- You log in for the first time on a new device, browser, or location.
- You log in while using your browser's incognito or private browsing mode.
- You log in after clearing your browser's cookies.
- Someone else is trying to access your account.

If the changes were made by you, no action would be required. Otherwise, please contact M E-Commerce Customer Service for assistance in securing your account.

⚠ Note

To help keep your account safe, M E-Commerce will notify you of any changes in the critical account information and any login activity from your account that originates from an unrecognized device or location. This lets you take immediate action if someone else is accessing your account.

[My Account] Why can't I make payment ?

Possibilities of why a user can't make payment

Chosen payment method failed

If your selected payment method did not work, your order will not be placed successfully. You may try using another payment method available to make the purchase.

We suggest you change to a different payment method by clicking this article [\[New to M E-Commerce\] What payment options does M E-Commerce support?](#)

Your TAC might expire

Retry to request for new TAC within a few minutes to avoid using expired TAC. If you failed to receive the TAC please contact your respective bank for further assistance.

Your account has been limited

Accounts may be limited if they are suspected to have violated M E-Commerce's terms and conditions, which can affect a user's ability to make purchases. Learn more about [account limitations](#).

Note:

If you can't click on place order you might want to check this article for further information [Why can't I place my order during checkout?](#)

[My Account] Why is my account being limited?

Your account may be limited if it has been detected to be involved in suspicious activities that violate our [Terms of Service](#). This includes behavior such as fake order creation, abuse of vouchers/promotions, scams, and more.

If your account is limited, you may see a pop-up message during login or checkout that informs you about this.

You can file an appeal to reactivate your account by submitting an [account activation request form](#). Here are some documents that you may need to provide, depending on your case:

For Buyers

- Valid photo ID (e.g. passport, NRIC, student ID, work ID)
- Proof of purchase (e.g. pictures of the purchased products, shipping order, a screenshot of chat with buyer/seller etc.)

For Sellers

- Valid photo ID (e.g. passport, NRIC, student ID, work ID)
- A copy of business license / SSM registration (if applicable)
- Proof of shipping/delivery / consignment note
- Proof of product pre-ownership (e.g. supplier invoice, receipts, etc)
- Full description of the business model (e.g. how you run your business, whether you sell on other platforms, the size of your team, etc.)

⚠ Note

Limited accounts could be suspended permanently if:

- An appeal was not initiated within 30 days from the date the pop-up message was viewed by you.
- The appeal was rejected.

Once you submitted the appeal form you will need to wait within 3-5 working days for the result via email.

[Chat] How do I view my chat history with a M E-Commerce Customer Service live agent?

To view your chat history with a M E-Commerce Customer Service live agent, you can return to the [Chat with M E-Commerce page](#) on your M E-Commerce App.

Go to the **Me** tab > select **Chat with M E-Commerce** > scroll up to view chat history.

⚠Note

- Files and images shared during your chat will still be downloadable.
- Chat history is only stored for up to 180 days.

If you wish to chat with our live agents again, select **Chat with Live Agent**.

You may need to wait for a while for a live agent to be assigned to you. In the meanwhile, you can send your question in the conversation, and select from the topics suggested by our chatbot to find immediate answers.

[Payment] How do I set up my preferred payment methods?

You can set up your preferred payment methods via M E-Commerce App or [M E-Commerce Website](#).

Via M E-Commerce App

Go to the **Me** tab > Select  **icon** > Bank Accounts / Cards > Select a preferred payment method from the options available. Then, fill in the necessary details to complete the setup.

Learn more about the [different payment options available on M E-Commerce](#).

Via M E-Commerce Website

Select your username > Select **My Account** via the dropdown list > Select **Banks & Cards** > Select a preferred payment method from the options available. Then, fill in the necessary details to complete the setup.

⚠ Note

If you are unable to set up your preferred payment methods, learn more about [issues related to adding payment options](#).

[My Account] How do I add/edit/delete my address?

You can add, edit or delete the addresses linked to your M E-Commerce account via M E-Commerce App or [M E-Commerce Website](#).

Via M E-Commerce App

To add a new address, go to the **Me** tab > Select  **icon** > **My Addresses** > Select **Add a new address** > Fill in the details > **SUBMIT**.

To edit an existing address, simply select the address > Edit details > **SUBMIT**.

To delete an existing address, select the address > **Delete Address** > **Delete**.

Via M E-Commerce Website

Select your username > Select **My Account** via the dropdown list > Select **Addresses** > Select **+ Add New Address, Edit, or Delete**, depending on your needs.

General Resources

[M E-Commerce Partner] How can I contact M E-Commerce Customer Service?

Before you reach out to our customer service assistant, you may try to search for a solution inside our Help Centre if you need assistance for general issues. Below are some of the common categories and top questions that you may want to ask us.

Also, you can always use keywords and search using our search bar. This enables our system to provide you with relevant answers first.

Alternatively, you can always reach out to our email team by clicking the "**email icon**" or engage with our live chat team using the "**Chat now !**" button below. Do remember to include your M E-Commerce username and a short statement regarding your query for our reference to serve you in a more efficient manner. Thank you very much for your cooperation.

[Feedbacks] How do I report a user?

To report a user, you can do so via [Chat](#) or the shop page. You can report users if you think they are engaging in inappropriate behaviour, such as offensive chat messages, or unauthorised listing of products.

Reporting a user via Chat

Select the Chat icon > select the relevant chat > more options icon > **Report this user**.

Reporting a seller via shop page

Go to the seller's shop page > more options icon > **Report this user**.

[Customer service] How do I contact M E-Commerce Customer Service?

You can contact [M E-Commerce Customer Service](#) via our feedback form or chat directly with our live agents via the M E-Commerce App.

To chat with our live agents, go to the **Me** tab > **Chat with M E-Commerce** > select **Chat with Live Agent**.

[Feedbacks] How do I provide feedback to M E-Commerce?

To provide feedback to M E-Commerce, you can contact [M E-Commerce Customer Service](#) directly. You should receive a response within 3-5 working days.

We greatly appreciate any feedback, and it would be most helpful if you can provide us with as many details as possible to understand your concern.

[Product Safety] How do I report a product?

To report a product, you can do so via the product page.

Select the more options icon > **Report this product**.

You can report products if you think they should not be listed, or have been listed in an unauthorised manner.

[Technical Issues] Basic Troubleshooting Guide

Kindly refer to the guide below for basic troubleshooting steps you can attempt should you encounter any bugs or technical issues. Please note that these steps are meant to be done individually.

Technical Issues on M E-Commerce via Web Browser

1. Clear web browser cache
2. Try to use different web browsers (e.g Chrome, Firefox, Opera, Safari etc.)

Technical Issues on M E-Commerce via M E-Commerce App

1. Clear cache on your M E-Commerce App. Tap on **Me** > **Settings** > **Clear Cache**
2. Clear your Shopping Cart or minimize the number of items to as little as possible
3. Exit the app, clear from recent apps and try opening the app again
4. Uninstall and re-install the app if the above methods did not work

Kindly refer to the image below for steps on how to '**Clear Cache**' via the M E-Commerce App. Account settings may be found via the '**Gear**' icon on the top-right hand corner of the '**Me**' page.

If you are still facing issues with the M E-Commerce platform, kindly contact a CS agent for further assistance.

General

M E-Commerce App (Android/iOS)

[New to M E-Commerce] Why can't I upload photos/videos to M E-Commerce App?

If you're having trouble uploading photos/videos from your device to M E-Commerce App, it is likely because you have not granted permission to M E-Commerce App to access photos on your device.

To grant M E-Commerce App access to photos on your device:

For Android users

Go to your device's App settings > Select M E-Commerce App > **Permissions** > Select **Files and media** > **Allow management of all files**.

For iOS users

Go to your device's App settings > Select M E-Commerce App > Enable toggle for **Camera**.

Once you've done so, open M E-Commerce App and try uploading again.

[New to M E-Commerce] How do I change the language settings in M E-Commerce App?

You may change your language settings in M E-Commerce App by going to the **Me** tab > Select the **⚙ icon** > **Language** > Select the language you prefer > Select the tick icon. After which, M E-Commerce App will restart and be ready for use in the language you selected.

Languages available include: English, Chinese Simplified, Bahasa Malaysia.

[Account Security] Why should I update M E-Commerce App?

It is important to ensure your M E-Commerce App is always updated to the latest version, so that you can enjoy the newest M E-Commerce App features and shop securely.

If you use an outdated version of M E-Commerce App, you may encounter bugs or issues with loading pages, as some of the older features may not work properly over time.

Furthermore, outdated versions of M E-Commerce App may operate more slowly and become vulnerable to security risks. Update your M E-Commerce App to ensure you continue to shop on a secure platform, where your personal information is well-protected.

What is the iOS/Android device minimum OS requirement to download and use M E-Commerce App?

For now, M E-Commerce requires all users to use app version v2.73 and above. If your device operating system is less iOS 10 or less Android 4.1, you will not be able to install/use the application. However, you can still continue to browse and shop on M E-Commerce via mobile browser.

[Notifications] Why am I not receiving push notifications from M E-Commerce App?

If you're having issues receiving push notifications from M E-Commerce App, it could be due to the access or permission settings for M E-Commerce App on your mobile device. To receive push notifications from M E-Commerce App, you must allow the application to have access to your Calendar.

For Android users

Go to your device's App settings > Select M E-Commerce App > **Permissions** > **Calendar** > **Allow**.

For iOS users

Go to your device's App settings > Select M E-Commerce App > Select **Notifications** > Enable toggle to **Allow Notifications**.

[My Account] How do I manage my push notifications on M E-Commerce App?

You can manage the push notifications for your M E-Commerce account easily via M E-Commerce App.

To do so, go to the **Me** tab via M E-Commerce App > Select the  icon > **Notifications Settings** > **Push Notifications** > Use toggles to enable/disable **Push Notifications** and customise **Notification Sound, Ringtone,** and types of notifications to receive.

Note

Email Notifications include the M E-Commerce newsletters you receive via email from M E-Commerce on the latest campaigns and events.

[New to M E-Commerce] Can I change the country of residence for M E-Commerce App?

It is not possible to change the country of residence for M E-Commerce App.

If you want to view or purchase products from other countries, you will need to use the M E-Commerce App that is specific for that country (e.g. M E-Commerce MY App for Malaysia).

Once you have downloaded the M E-Commerce App for that country, sign up for a new account using a locally registered phone number to start shopping.

[My Account] How do I get M E-Commerce Newsletters?

Update & verify your email now to be the first to receive info on exclusive deals and latest updates by M E-Commerce! Simply follow the steps below and you're set.

1) Follow these steps to update and verify your email:

Me tab > **Account Settings** > **My Profile** > Click on 'Email' and edit your email address.

2) Once your email has been updated and verified, you may follow the steps below to enable **M E-Commerce Newsletter**:

Me tab > **Account Settings** > **Notification Settings** > **Email Notifications** > Toggle on for **Newsletter**

Note :

1. Check your inbox to verify your email.
2. Make sure to verify your email address for you to receive our exclusive newsletters.

*Have other queries? Tell us more using the " **email icon** " or " **chat now** " below.*

You can click on the sub-categories below to see all other related topics.

[Technical Issues] What should I do if I encounter a problem/error/blank page on M E-Commerce App?

If you encounter technical issues on M E-Commerce App, such as problem loading pages, payment not processing, inability to add product to cart, or inability to send messages via M E-Commerce Chat, try the following basic troubleshooting techniques:

Troubleshooting App issues

- Close and re-open M E-Commerce App (force close the application if necessary).
- Clear your M E-Commerce App cache by going to the **Me** tab > Select the **⚙ icon** > Select **About** > **Clear Cache**.
- Log out and log in to your M E-Commerce account again.
- Make sure your M E-Commerce App is updated to the latest version.
- Uninstall and reinstall M E-Commerce App.

Troubleshooting connectivity issues

- If you are connected via mobile data, ensure you have a stable internet connection.
- If you are connected via Wi-Fi, restart your modem or router to refresh the internet connection.
- Turn your phone's Airplane Mode on and off to reset your connection.

Troubleshooting device issues

- Close all other running applications on your device.
- Restart your device and log in to your M E-Commerce account again after 1 to 2 hours.
- Use a different device.

If the issue still persists, contact M E-Commerce Customer Service for further assistance. Do take a screenshot or screen recording to show the technical issue you've encountered.

[Notifications] M E-Commerce Official WhatsApp Accounts

Reminder: Please do not share your OTP with others under any circumstances for security reasons.

Disclaimer:

Please be advised that the M E-Commerce WhatsApp contacts are used to reach out to you for the relevant matters below. The account will not respond to any unrelated messages.

Kindly note that you may be contacted by M E-Commerce via WhatsApp for the following reasons.

For buyers:

- OTP/ Account Verification Code.
- Promotional messages & updates related to your account. For example: Reminders on new & expiring vouchers in your voucher wallet, special offers just for you & more.

To confirm whether the message you received is genuine, kindly check if;

- The **registered account name & phone number** is any of the accounts listed below.
- *There is a **green tick** present next to the name.
- The WhatsApp account is a **business account**.

*Some accounts may not have green tick

Please ensure that you are receiving messages from a verified WhatsApp account and to be vigilant of scams. Below are the official WhatsApp accounts of M E-Commerce Malaysia:

- +6016 388 6868 (M E-Commerce)

For further inquiries, kindly contact the [M E-Commerce Customer Service Team](#).

[New to M E-Commerce] How do I upload photos/videos from my device to M E-Commerce App?

⚠ Note

M E-Commerce Feed will no longer be available from 31 Aug 2022. [Learn more.](#)

There are 3 scenarios where you can upload photos/videos from your mobile device to M E-Commerce App:

1. Search for products by uploading or taking a photo

To do so, select the camera icon via the search bar on M E-Commerce App homepage > Take a photo or select an image from your device's gallery.

2. Send a photo/video via M E-Commerce Chat

To do so, select an existing chat > Select the add icon > Select **Gallery** to choose from your gallery or **Camera** to take a photo/video > **Send**.

⚠ Note

- You can send a maximum of 9 files (photos and videos) in one message.
- Video length must be more than 1 second and less than 3 minutes.
- Maximum video size is 30 MB.

3. Upload a photo/video to M E-Commerce Feed

To do so, go to the **Feed** tab on M E-Commerce App > Select the add icon > Select a file from your device via **Library** or select **Camera** to take a photo/video.

If you're having issues uploading photos/videos from your device to M E-Commerce App, find out [why you can't upload photos/videos to M E-Commerce App](#).

General

M E-Commerce Desktop

[Technical Issues] What should I do if I encounter a problem/error/blank page on M E-Commerce Website?

If you encounter technical issues on M E-Commerce Website, such as problem loading pages or processing payment, try the following basic troubleshooting techniques:

1. Log out and log in again

On the M E-Commerce Website, hover over your username > Select Logout.

2. Check your connectivity

If you are connected via mobile data, ensure you have a stable internet connection.

If you are connected via Wi-Fi, restart your modem or router to refresh the internet connection.

3. Clear your browser's cache

Go to your browser's settings page and clear the cache. Clearing cache may improve loading time and fix browser errors.

4. Check your browser's version

Some of the newer features on M E-Commerce Website may not be supported by older browser versions. You may notice that certain pages will not load or even encounter bugs. If your browser is not updated to its latest version, do update it and try to access M E-Commerce Website again.

5. Use a different browser or incognito mode

This can help you determine if the technical issue is specific to one browser.

If the issue still persists, contact [M E-Commerce Customer Service](#) for further assistance. Do take a screenshot or screen recording to show the technical issue you've encountered.