

Headline	TNB IS UPGRADING ITS BILLING AND CUSTOMER RELATIONSHIP MANAGEMENT (BCRM)		
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## TNB IS UPGRADING ITS BILLING AND CUSTOMER RELATIONSHIP MANAGEMENT (BCRM)

Dear Valued Customers,

Billing and Customer Relationship Management (BCRM) is a long-term TNB initiative which provides customers with an enhanced and seamless experience and allows greater access and information to their power consumption and usage.

We are taking corrective steps to immediately address the issue and to minimise any impact of non-billing on customers.

We ensure that there will be no further BCRM issues by November 2016.

We are sorry for any inconvenience caused to our customers during this period.

If you have any questions, do call our toll-free helpline at 1300 88 5454 or visit our website [www.tnb.com.my](http://www.tnb.com.my)

