



Date: 30th June 2022

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To: All Consultants & Agency Leaders

NOTICE TO MEMBERS OF QUANTUM BULLION EXCHANGE BOARD (QBEB) Introduction of QBEB Membership & New Channels OF Communication

QBEB will be assisting and managing matters relating to membership who are made up of consultants and agency leaders, existing and potential. Members of QBEB can purchase, sell and deal with products provided by Quantum Metal Sdn Bhd ("QMSB") to members of QBEB within the requirements, adhering to responsible and good practices. The objectives of QBEB amongst others is to provide standardization and strengthening the good practices to enable Members to develop towards betterment.

In view of the above, we wish to notify you that with effective from **1st August 2022**: -

- (1) Customer Services using WhatsApp will ceased to be used and replaced with the phone channels. We wish to also highlight that any phone lines that are not authorised by QBEB should not be used as official communication to avoid confusion. Inquiries should be communicated via the following: -
 - a. Access through "**Live Chat**" by clicking the "Chat Button" at the QBEB Website (www.qbeb.org) or QMSB Website (www.qmsb.com), in progress of centralised at QBEB website soon.
 - b. Phone line **03-8605 3611**
 - c. Email: care@qbeb.org (replaced cs@quantummetal.com)
- (2) A new structure "**Membership Care**" ("**MSC**") has been set up under **QBEB's Global Membership Department ("GMD")** to replace the previous "Customer Service, QMSB". MSC carries the same function and objectives to serve Members, existing and potential.

We seek kind cooperation and full support from all consultant and agency leaders to communicate and pass down this information to all members under your care.

Kindly be patience and be guided by the above during the transition and ensure to use the new email address for anything related to sales and support, as all inquiries will be by way of email via this address.

Current consultants and agency leaders of QMSB will automatically be transferred to QBEB Membership, we will notify you should there be further processes. All members will be assigned with ID and be guided and coached on Code of Ethics, Knowledge and Skill. Please be patience during this transition period.

Thank you,

QBEB MANAGEMENT