



Dec 16, 2024

Malaysia: Implementation of MyCS for BL Release and Dispute

Dear Valued Customers,

Effective 16th of Dec 2024, all email requests for below listed items will need to be submitted through our online portal My Customer Service (MyCS):

- Final Bill of Ladings (OBL, SWB, BL Surrender, BL Reissuance)
- Invoice Disputes

This change is aimed at streamlining our processes and improving efficiency. Below are the useful links for reference:

[My Customer Service \(MyCS\)](#)

[MYCS FAQ and Online Guide](#)

[My Customer Service BROCHURE](#)

If you have no account with CMA group yet, please register in below link:

[WEB Account Registration](#)

Please contact your customer service representative if you need any assistance.
We thank you for your business and continued support.

Thank you for your cooperation!

