

# How to Do Business in Malaysia



## Malaysia Contact Information:

General Manager: Tan Cher Lyn

## Malaysia (Main Office):

ForLife Research Sdn Bhd  
Unit 5.02, 5<sup>th</sup> Floor, Amcorp Tower  
18 Jalan Persiaran Barat  
46050 Petaling Jaya  
Selangor, Malaysia

## Distributor Support

Hours: (Malaysia)

Monday-Friday : 12pm to 9.30pm  
Saturday : 12pm to 7pm  
Phone : (603) 7629 6800  
Fax : 1300 88 9986 or (603) 7629 6888  
E-mail : [malaysiacs@4life.com](mailto:malaysiacs@4life.com)

## How do I enroll?

1. Enroll in person
  - a) Complete and sign a Malaysia Distributor Application and Agreement Form and Order Form (your first order MUST include a Compass Kit)
  - b) Visit any of our 4Life Malaysia Office nearest to you and submit ALL the following documents:
    - (i) Malaysia Distributor Application and Agreement Form
    - (ii) A copy of your Malaysian Identification Card (NRIC)
    - (iii) Order Form (complete with payment details)
  - c) Phone enrollments and online enrollments are not available in Malaysia.
2. Enroll by Mail/Fax or Email
  - a) Complete and sign a Malaysia Distributor Application and Agreement Form and Order Form (your first order MUST include a Compass Kit).
  - b) Submit ALL the following documents to our 4Life Malaysia Office or E-mail to [malaysiacs@4life.com](mailto:malaysiacs@4life.com)
    - (i) Malaysia Distributor Application and Agreement Form
    - (ii) A copy of your Malaysian Identification Card (NRIC)
    - (iii) Order Form (complete with payment details)

Original Malaysia Distributor Application & Agreement Form and copy of your Malaysian Identification Card (NRIC) must be mailed to the 4life Malaysia office within 30 days of enrollment.

Order payments can be made with Cash, Cash Deposit into Maybank Account No: 512530183828, Debit Card or Credit Card (Visa or MasterCard). For payments via card, please fax over the copy of the card (both front and back of the card) with signature of the cardholder which appears at the back of the card. **We do not encourage you to email copy of the card due to security reasons and compliance with Personal Data Protection Act 2010.**

## How do I place an order?

1. Place your order via fax or email.
  - a) If you prefer to fax your order, you can fax the completed Order Form to any 4Life Office in Malaysia.
  - b) If you prefer to email your order, you can email the completed Order Form to [malaysiacs@4life.com](mailto:malaysiacs@4life.com).
2. Place your order in person
  - a) Products can either be picked up at the Malaysia office or shipped (within Malaysia only) for an additional charge. No phone orders are allowed in Malaysia.

Order payments can be made with Cash, Cash Deposit into Maybank Account No: 512530183828, Debit Card or Credit Card (Visa or MasterCard). For payments via card, please fax over the copy of the card (both front and back of the card) with signature of the cardholder which appears at the back of the card. **We do not encourage you to email copy of the card due to security reasons and compliance with Personal Data Protection Act 2010.**

3. Place your order at 4Life.com website (only applicable for Distributors and Preferred Customers who have signed up with 4Life)
  - a) Log onto <http://malaysia.4life.com>
  - b) Click on **Products** and start shopping

For online shopping experience, please refer to our Shopping Tutorial Video on <http://4lmedia.com/malaysia/tutorials/index.html>

## Is an AutoShip required?

An AutoShip is not required. However, a monthly maintenance of 100LP is required for Distributors to remain active and to generate possible commissions.

## SHIPPING INFORMATION

### Delivery Time:

Five(5) working days for delivery within Malaysia. The delivery time does not include the day the order was received by the 4Life Malaysia Office.

### Shipping Charges:

West Malaysia : RM 9.50 (Inclusive GST) for every 3 kg or part thereof

East Malaysia : RM10.00 (inclusive GST) for every 3 kg or part thereof

# 4LIFE OFFICES

## PETALING JAYA

Unit 5.02, 5th Floor, Amcorp Tower,  
18 Jalan Persiaran Barat,  
46050 Petaling Jaya, Selangor.  
Tel: 03-7629 6800  
Fax: 03-7629 6888 / 1300 88 9986

### Operation Hours

Monday - Friday: 12.00noon - 9.30pm  
Saturday: 12.00noon - 7.00pm

## JOHOR BAHRU

Unit 13A.05, Level 13A,  
Menara Pelangi, Jalan Kuning,  
Taman Pelangi,  
80400 Johor Bahru, Johor.  
Tel: 07-332 7351 Fax: 07-335 3351

### Operation Hours

Monday - Friday: 12.00noon - 9.30pm  
Saturday: 10.00am - 4.00pm

## KOTA BHARU

Lot 270, Tingkat Bawah & Tingkat 1,  
Seksyen 24, Jalan Sultan Yahya Petra,  
15200, Kota Bharu, Kelantan.  
Tel: 09-743 1178 Fax: 09-744 1178

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 12.00noon - 7.00pm

## SEREMBAN

73-B & 73-B-1, Lorong Haruan 5/3,  
Oakland Commerce Square,  
70300 Seremban, Negeri Sembilan.  
Tel: 06-632 3919 Fax: 06-632 3929

### Operation Hours

Monday - Friday: 12.00noon - 9.30pm  
Saturday: 10.00am - 4.00pm

## SINGAPORE

10 Eunos Road 8, #12-10,  
Singapore Post Centre,  
Singapore 408600.  
Tel: (65) 6735 2988  
Fax: (65) 6733 7688

### Operation Hours

Monday - Friday: 12.00noon - 9.30pm  
Saturday: 10.00am - 5.00pm

# 4LIFE PICK-UP CENTERS

## ALOR SETAR

No. 123, Ground Floor,  
Kompleks Sultan Abdul Hamid,  
Susuran Sultan Abdul Hamid 1B,  
05050 Alor Setar, Kedah.  
Tel: 04-771 9899  
Fax: 04-772 0006

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 10.00am - 4.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 1.00pm - 2.00pm

## KOTA KINABALU

Lot 150, Ground & 1st Floor, Block T,  
Lorong Plaza Permai 1, Alamesra,  
Sulaman-Coastal Highway,  
88400 Kota Kinabalu, Sabah.  
Tel: 088-484 382  
Fax: 088-485 212

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 10.00am - 4.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 1.00pm - 2.00pm

## KUALA TERENGGANU

Lot 3187K, Tingkat Bawah,  
Kompleks Permint Harmoni,  
Jalan Batas Baru,  
20300 Kuala Terengganu,  
Terengganu.  
Tel: 09-631 8313  
Fax: 09-631 8311

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 12.00noon - 7.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 3.00pm - 4.00pm

## KUANTAN

41, Ground Floor,  
Jalan Putra Square 3, Putra Square,  
25200 Kuantan, Pahang.  
Tel: 09-517 3233  
Fax: 09-517 3228

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 10.00am - 4.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 1.00pm - 2.00pm

## KUCHING

Lot 433, 1st Floor,  
Travilion Commercial Centre,  
Jalan Abell, 93100  
Kuching, Sarawak.  
Tel: 082-233 820  
Fax: 082-237 790

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 10.00am - 4.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 1.00pm - 2.00pm

## MIRI

Lot 1339, Ground Floor,  
Jalan Sri Dagang,  
Miri Waterfront Commercial Centre,  
98000 Miri, Sarawak.  
Tel: 085-418 870  
Fax: 085-418 159

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 10.00am - 4.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 1.00pm - 2.00pm

## MUAR

5-10, 1st Floor, Jalan Hj Jaib,  
84000 Muar, Johor.  
Tel: 06-952 9003 Fax: 06-952 9002

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 10.00am - 4.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 1.00pm - 2.00pm

## PENANG

1-4-25, E-GATE, Lebuhr Tunku Kudin 2,  
11700 Gelugor Penang  
Tel: 04-6558 129 Fax: 04-6558 139

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 10.00am - 4.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 1.00pm - 2.00pm

## SUNGAI PETANI

Lot 3A, 1st Floor,  
Jalan Permatang Gedong,  
Taman Sejati Indah,  
08000 Sungai Petani, Kedah.  
Tel: 04-431 1988 Fax: 04-431 1788

### Operation Hours

Monday - Friday: 1.00pm - 9.30pm  
Saturday: 10.00am - 4.00pm

### Break Time

Monday - Friday: 6.00pm - 7.00pm  
Saturday: 1.00pm - 2.00pm

# 4LIFE TEMPORARY PICK-UP SERVICE POINTS

## SANDAKAN

CITY-LINK Express (M) Sdn. Bhd.,  
Ground Floor, Lot 1,  
Block B, Taman Grandview (Phase 2),  
90000 Sandakan, Sabah, Malaysia  
Tel: 089-214 206

### Operation Hours

Monday - Friday: 12.00noon - 6.00pm  
Saturday: 12.00noon - 3.00pm

## IPOH

CITY-LINK Express,  
29 Jalan Raja Perempuan Mazwin,  
Taman Rishah, 30100 Ipoh, Perak.  
Tel: 05-529 0976

### Operation Hours

Monday - Friday: 12.00noon - 7.00pm  
Saturday: 12.00noon - 4.00pm

## SIBU

CITY-LINK Express,  
No. 2A, Lorong Wong Ting Hock 3,  
96000 Sibu, Sarawak.  
Tel: 084-330 669

### Operation Hours

Monday - Friday: 12.00noon - 6.00pm  
Saturday: 12.00noon - 2.00pm

## KLUANG

CITY-LINK Express,  
14, Jalan Station,  
86000 Kluang, Johor.  
Tel: 07-772 4460

### Operation Hours

Monday - Friday: 12.00noon - 7.00pm  
Saturday: 12.00noon - 2.00pm

## TAWAU

CITY-LINK Express Sdn. Bhd.,  
TB 12676, Lot 1A, Ground Floor,  
Jade Industries Park, Mile 3, Jalan Apas  
91000 Tawau, Sabah  
Tel: 089-912 519/572

### Operation Hours

Monday - Friday: 12.00noon - 6.00pm  
Saturday: 12.00noon - 3.00pm

- All 4Life Offices / Pick-up Centers / Temporary Pick-up Service Points are closed on Sunday & Public Holidays
- Temporary Pick-up Service Points' holidays are inclusive of Selangor state holidays

For more information and other enquiries, please contact our Distributor Support Services Hotline at **03-7629 6800**  
web: <http://malaysia.4life.com> email: [malaysiacs@4life.com](mailto:malaysiacs@4life.com)

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