

Frequently Asked Questions (FAQ) for Instagram

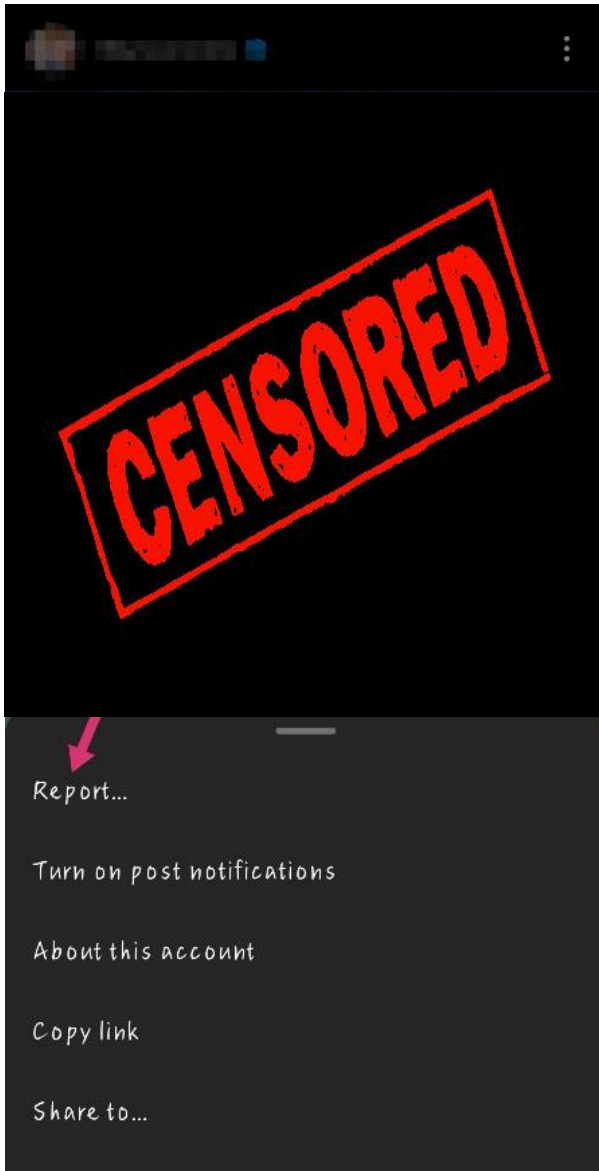
Question : I found inappropriate/misleading/obscene Instagram posting, how can I make a report on the posting?

In order to help you in reporting, we have prepared simple diagrams, which is based on Android Application. You may refer to the Instagram Help Centre at <https://help.instagram.com/> should you need help with other types of application (iOS, or desktop).

- 1) First open the picture or profile user that you want to report > click/tap the 3 dots as in the picture.



2) Click/tap the report button



3) Choose the reason you want to report the content and then tap/click submit report.



Question : I believe my Instagram has been hacked and lose control of the account, can CMCF recover my Instagram account?

No. CMCF is unable to recover your hacked Instagram account. For hacked Instagram issues, you may directly contact the Instagram administrators for help. Additionally, you refer to the link provided on how to request help from Instagram to recover your Instagram account <https://help.instagram.com/149494825257596> . In the issues of hacked account, it is strongly advised for you to lodge a police report.

Question : Recently I made online purchase from Instagram account, and I've been cheated by the seller, to whom should I made a complaint?

If you made the purchase from local seller (Malaysian seller), CMCF will advise you to lodge a police report with Polis Diraja Malaysia (PDRM) and at the same time, raise this issue to the

Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) for their further action. CMCF would also recommend you to lodge a report to the Instagram administrators. You may follow the step on how to make the report by referring to this link <https://www.facebook.com/help/instagram/165828726894770>.

Question : I found someone is using my photos to create fake account, can CMCF remove the account?

CMCF have limited jurisdiction regarding the social media, however CMCF strongly advise you to lodge police report and contact the Instagram administrators for help. You may refer the guide on this link <https://help.instagram.com/370054663112398>.

Question : Someone has circulated my private photos/videos on Instagram, can CMCF delete the account?

CMCF have limited jurisdiction with social media. Hence, CMCF would like to urge the account owner or person involved to lodge a report to the Instagram administrators to help you on this issue. Here is the link to guide you on how to report to the Instagram administrators <https://help.instagram.com/1769410010008691?helpref=related>. Additionally, CMCF also strongly advise the account owner or person involved to lodge a police report on this issue.