

Complaints Management Process & Redress Channel Guide for Financial Consumers

Contact us

Department Name: Complaints Unit
Contact: Ms. Chang Siew Ming
Address: Suite 22-03, Level 22, Integra Tower,
The Intermark, No. 348, Jalan Tun Razak,
50400 Kuala Lumpur.
Telephone: +603 2168 1210
Facsimile: +603 2165 1599
Email: ComplaintsUnit@my.smbc.co.jp

FMOS



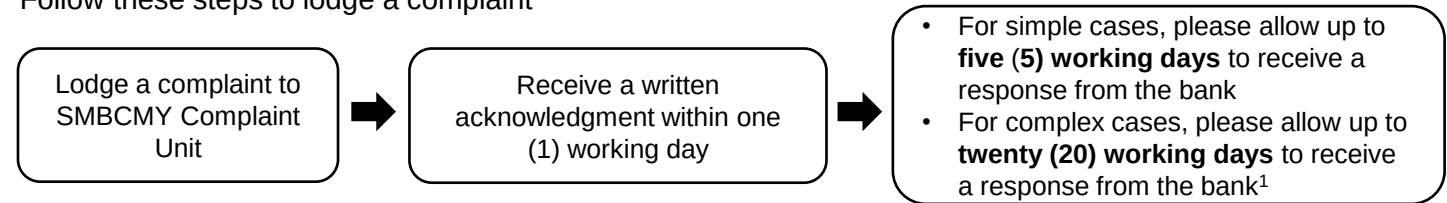
BNM LINK



Are you dissatisfied with any of our products and services?

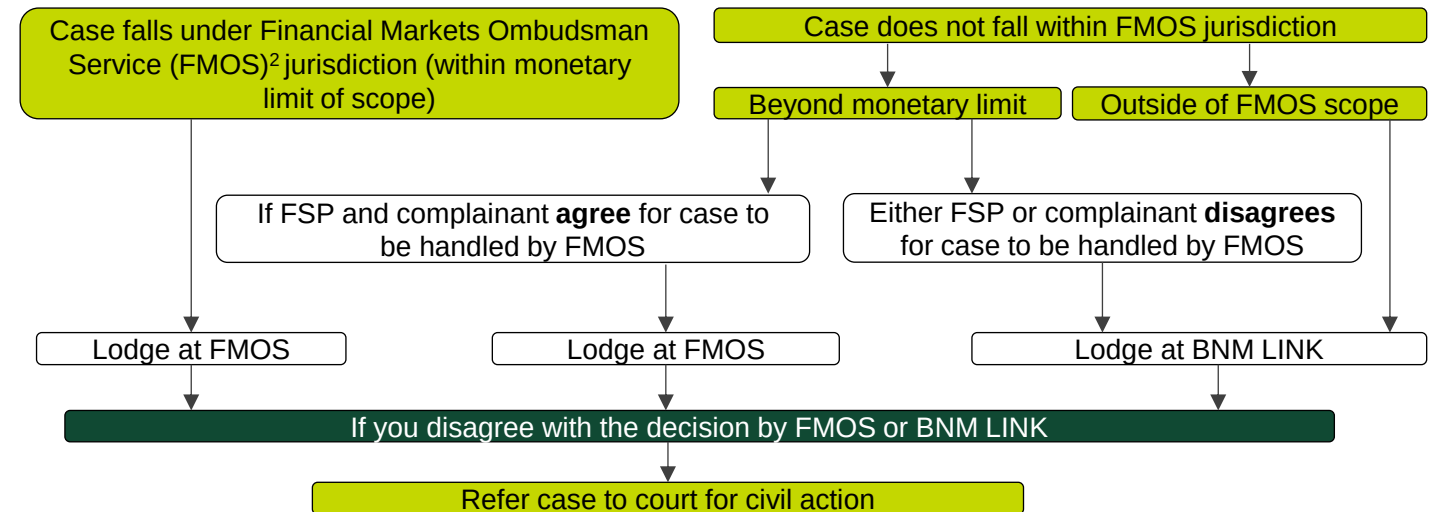
STAGE 1: LODGE A COMPLAINT

Follow these steps to lodge a complaint



STAGE 2: REDRESS

Follow these steps in the event of disagreement with SMBCMY's final decision



¹Depending on the nature and complexity of the case, such as when third-party information or documentation is required.

²FMOS, appointed by Bank Negara Malaysia and the Securities Commission Malaysia, offers free, independent, and impartial dispute resolution services for financial consumers and investors, focusing on financial and capital market disputes involving direct financial losses.

Complaints Management Process & Redress Channel Guide for Large Corporate Customers

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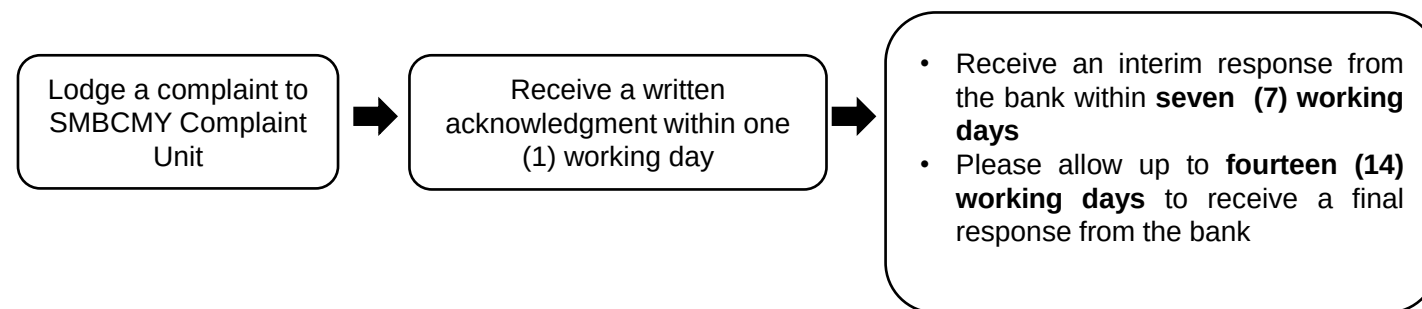
Customer Contact Centre (BNMLINK)
Bank Negara Malaysia
P.O. Box 10922
50929 Kuala Lumpur

Tel: 1-300-88-5465 (1-300-88-LINK)
Overseas: +603-2174-1717
Operating Hours: 9.00 a.m. ~ 5.00 p.m.
(Monday ~ Friday except public holiday)
Web form: bnmlink.bnm.gov.my

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STAGE 2: REDRESS

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