



COMPLAINT HANDLING PROCEDURE

How to submit a complaint?

You can lodge your complaint in writing (duly sign) and send the letter through post or email to:

*Customer Service Improvement Unit (CSIU)
 Hong Leong MSIG Takaful Berhad
 Level 5, Tower B, PJ City Development
 No. 15A, Jalan 219, Seksyen 51A
 46100 Petaling Jaya,
 Email: ReachUs@takaful.hongleong.com.my
 Website: www.hlmtakaful.com.my*

Alternatively, you may call us at 03-76501800 from Mondays to Fridays, 9.00am to 6.00pm.

Not Satisfied With Our Reply ?

If you are not satisfied with the outcome of the complaint resolution, you may present your case to the Ombudsman for Financial Services (OFS) or Bank Negara Malaysia (BNM). For further information on the types of complaint handled by OFS, you may visit www.ofs.org.my

*Ombudsman for Financial Services (Formerly known as Financial Mediation Bureau)
 Level 14, Main Block Menara Takaful Malaysia
 No. 4, Jalan Sultan Sulaiman
 50000 Kuala Lumpur
 Tel: 03-22722811 Fax: 03-03-22721577
 Email: enquiry@ofs.org.my*

If your complaint does not fall within the scope of OFS, you may refer to Bank Negara Malaysia at www.bnm.gov.my

*Laman Informasi Nasihat dan Khidmat (LINK)
 Tingkat Bawah, Blok C
 Bank Negara Malaysia
 Peti Surat 10922
 50929 Kuala Lumpur
 Tel: 1300 88 5465 or 03-21741717
 Fax: 03-21741515
 Email: bnmtelelink@bnm.gov.my*



¹CSIU : Customer Service Improvement Unit
²CFRC: Complaint Fraud Recovery Committee