



Step 1 : Feedback Details

Please complete the [Feedback Form](#) or provide details of your feedback in a written format and ensure all relevant information is provided. The [Feedback Form](#) can be obtained from our Customer Service Desk.

Below are some points to remember when writing a feedback:

- Write clearly in ink
- State your case clearly and provide relevant facts in an orderly manner
- Avoid unnecessary details and repetition
- Include any reference number(s), for example the account number, customer reference number or card number
- Attach supporting documents relating to the complaint, if available
- Keep a record of your correspondence
- Provide contact number(s) where you can be reached

Your feedback can be sent to: AmBank Group Service Resolution Department
Level 22, Menara AmBank
No. 8, Jalan Yap Kwan Seng
50450 Kuala Lumpur
Fax No : 603-27800223

Step 2 : Acknowledgement of Feedback

- Within 24 hours of receiving your feedback, we will acknowledge receipt and let you know when you can expect a response

Step 3 : Investigation and Recommendation

- We will investigate your feedback for a resolution.

Step 4 : Final Resolution

- We will respond to your feedback within two (2) weeks of receiving it.

If more time is needed to resolve your feedback, we will either call or write to you, informing you of the new deadline.



Step 5 : Review by External Body

Redress can be sought through external recourse available to you through various organisations such as The Association of Banks in Malaysia, Financial Mediation Bureau and Bank Negara Malaysia.

The Association of Banks in Malaysia (ABM)

Tel: 1-300-88-9980.

Business Hours: Mondays to Fridays, 9.00 a.m. to 5.30 p.m.

The Financial Mediation Bureau (FMB)

The Mediator
The Financial Mediation Bureau
Level 25, Dataran Kewangan Darul Takaful
No. 4 Jalan Sultan Sulaiman
50000 Kuala Lumpur
Tel No : +603 2272 2811
Fax No: +603 2274 5752
Email: enquiry@fmb.org.my

Bank Negara Malaysia

Pengarah
Jabatan Komunikasi Korporat
Bank Negara Malaysia
P.O. Box 10922
50929 Kuala Lumpur
Tel No: +603 2698 8044
Fax No: +603 2691 2990

BNMTELELINK

Tel No: 1-300-88-5465 (Overseas: +603 21741717)
Fax No: +603 2174 1515
Email: bnmtelelink@bnm.gov.my

Alternative Contact Points:

AmBank Group 24-Hour Contact Centre

Tel No.: +603 2178 8888
Email: customercare@ambankgroup.com

AmBank Group Service Resolution Department

Tel No.: +603 2167 6318 / 2167 3446
Fax No: +603 27800223
Email: serviceresolution@ambankgroup.com