



Steps to Feedback or raise Complaints



Reach out to us via:



-  03-2178 8888
-  AmBank/AmBank Islamic Branch
-  www.ambankgroup.com
-  customercare@ambankgroup.com



Acknowledgement:

Receive a written acknowledgement within **1 working day**.



Resolution:

1. For simple cases, please allow up to **5 working days from the complaint received date** to receive a response from the Financial Service Provider (FSP).
2. For complex cases, please allow up to **20 working days from the complaint received date** to receive a response from the Financial Service Provider (FSP).

Note: We will notify you if more time is required to resolve the matter and you will be updated on the progress.



Redress:

Follow these steps if you disagree with the Financial Service Provider's final decision.

For monetary limit of RM250,000 and below, and within FMOS Rules.

Financial Market Ombudsman Service (FMOS)

Level 14, Main Block, Menara Takaful Malaysia
No 4, Jalan Sultan Sulaiman,
50000, Kuala Lumpur.
+603 2272 2811
www.fmos.org.my



Scan QR code to learn more about Financial Markets Ombudsman Services (FMOS)

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Bank Negara Malaysia

Laman Informasi Nasihat dan Khidmat (BNMLINK)

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