



# Steps to Feedback or raise Complaints



## Reach out to us via:



- 03-2178 8888
- AmBank/AmBank Islamic Branch
- [www.ambankgroup.com](http://www.ambankgroup.com)
- [customercare@ambankgroup.com](mailto: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](http://www.fmos.org.my)



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

**For monetary limit of RM250,000 and below, or outside FMOS Rules.**

### Bank Negara Malaysia

### Laman Informasi Nasihat dan Khidmat (BNMLINK)

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