

How to lodge a complaint/Cara-cara membuat pengaduan

1

Ways to contact us/Cara-cara untuk menghubungi kami:

Any HLBB or HLISB Branches/Mana-mana Cawangan HLBB atau HLISB
Contact number/Telefon : +03-7626 8801/ 03-7626 8802/ 03-7626 8812
Website/Laman Web : www.hlb.com.my
Mailing Address/Alamat Surat Menyurat : Customer Advocacy
13Ath Floor, Menara Hong Leong,
No. 6, Jalan Damanlela,
Bukit Damansara,
50490 Kuala Lumpur
Facsimile/Faksimili : +603-20818927
E-mail address/Alamat E-mel : customerservice@hlbb.hongleong.com.my
After working hours : +603-7626 8899

2

Investigation will be conducted by relevant parties upon receipt of feedback via any of the above channels.
Penyiasatan oleh pihak bank akan dilakukan selepas maklumbalas tuan/puan diterima.

3

Upon completion of investigation, a reply will be communicated to the complainant.
Setelah selesainya penyiasatan, pihak bank akan memberi maklumbalas ke atas aduan tuan/puan.

4

If you are not satisfied with our resolution, you may seek to refer your case to:
Sekiranya anda tidak berpuashati dengan penyelesaian kami, anda boleh merujuk kes anda kepada:

1) Central Bank of Malaysia/Bank Negara Malaysia**

Contact number/Telefon : 1-300-88-5465 (1-300-88-LINK) (Overseas: +603-2174 1717)
Facsimile/Faksimili : +603-2174 1515
eLINK Form : <https://bnmlink.bnm.gov.my>

2) Ombudsman For Financial Services/Ombudsman Perkhidmatan Kewangan**

Contact number/Telefon : +603-2272 2811
Facsimile/Faksimili : +603-2272 1577
E-mail/E-mel : enquiry@ofs.org.my

3) Credit Counseling and Debt Management Agency/Agensi Kaunseling Dan Pengurusan Kredit**

Contact number/Telefon : +603-2626 7766
Website/Laman Web : www.akpk.org.my

4) SME Corporation Malaysia (SME Corp.)/Perbadanan Perusahaan Kecil Dan Sederhana Malaysia**

Contact number/Telefon : 03-2775 6204 / 03-2775 6157 / 03-2775 6306
Facsimile/Faksimili : +603-2775 6001
E-mail/E-mel : info@smecorp.gov.my

***Subject to type of claims accepted by the respective body/bergantung kepada pihak bertanggungjawab bagi kes/jenis aduan yang diutarakan*