



EASY STEPS TO RESOLVE YOUR FEEDBACK OR COMPLAINT

You may reach out to us via:



Maybank Group Customer Care

Malaysia : 1-300-66-8866
Overseas : +603 7844 3696



Maybank2u Website

maybank.my/m2ucontactus



Maybank Branches



Email

mgcc@maybank.com.my

ESCALATION / REDRESS CHANNELS

Should you have any feedback on the resolution provided, these further options are available:

If you have any feedback on your complaint resolution, you may escalate to:

Maybank Customer Feedback & Resolution Management



cfr@maybank.com

Your complaint will be acknowledged within **1 working day** via a phone call or email.

We strive to resolve within **4 working days**. We will inform you if your case requires additional time & will keep you informed on the progress of your complaint.

Lodge complaint to:

Financial Markets Ombudsman Service (FMOS)



Level 14, Main Block Menara Takaful
Malaysia, No. 4, Jalan Sultan Sulaiman,
50000, Kuala Lumpur, Malaysia



+603 2272 2811



www.fmos.org.my

Below monetary limit of RM250,000 and within the following scope:

- Banking/Islamic banking/digital banking products and services
- Insurance and takaful claims
- Capital market products and services

Lodge complaint to:

Bank Negara Malaysia Laman Informasi Nasihat dan Khidmat (BNM LINK)



Bank Negara Malaysia, P.O. Box 10922,
50929 Kuala Lumpur



1-300-88-5465
(Overseas: +603-2174-1717)



<https://www.bnm.gov.my/consumer-info/complaints>

Above monetary limit of RM250,000 or outside of the above

Menginsankan

Perkhidmatan Kewangan



Maybank Islamic



Maybank

CARA MUDAH UNTUK MENYELESAIKAN MAKLUM BALAS DAN ADUAN

Hubungi kami melalui saluran berikut:



**Talian Khidmat Pelanggan
Kumpulan Maybank**

Malaysia : 1-300-66-8866
Luar Negara : +603 7844 3696



Laman Web Maybank2u

maybank.my/m2ucontactus



Cawangan Maybank



Emel

mgcc@maybank.com.my

SALURAN PENYELESAIAN / RAYUAN

Sekiranya anda ingin memberikan maklum balas ke atas keputusan aduan, anda mempunyai pilihan lanjut seperti berikut:

Kemukakan maklum balas mengenai penyelesaian aduan kepada:
**Pengurusan Maklum Balas & Resolusi
Pelanggan Maybank**



cfrm@maybank.com

Aduan anda akan disahkan dalam **1 hari bekerja** melalui panggilan telefon atau notis bertulis.

Kami berusaha untuk menyelesaikan aduan anda dalam masa **4 hari bekerja**. Sekiranya kes anda memerlukan lebih masa, kami akan memaklumkan perkembangan status aduan anda dari semasa ke semasa.

Kemukakan aduan kepada:
Financial Markets Ombudsman Service (FMOS)



Tingkat 14, Main Block Menara Takaful
Malaysia, No. 4, Jalan Sultan Sulaiman,
50000, Kuala Lumpur, Malaysia



+603 2272 2811



www.fmos.org.my

**Had kewangan RM250,000 dan merangkumi
skop seperti berikut:**

- Produk & perkhidmatan perbankan/
perbankan Islam/perbankan digital
- Tuntutan insurans dan takaful
- Produk & perkhidmatan pasaran modal

Kemukakan aduan kepada:
**Bank Negara Malaysia Laman Informasi
Nasihat dan Khidmat (BNM LINK)**



Bank Negara Malaysia, P.O. Box 10922,
50929 Kuala Lumpur



1-300-88-5465
(Luar Negara: +603-2174-1717)



[https://www.bnm.gov.my/consumer-info/
complaints](https://www.bnm.gov.my/consumer-info/complaints)

**Had kewangan melebihi RM250,000 dan di luar
skop seperti di atas**