

## How to lodge a complaint/Cara-cara membuat pengaduan

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

- Any HLBB branches/Cawangan HLBB
- Hong Leong Call Centre : 603-76268899
- Website/Laman Web : www.hlb.com.my
- Mailing Address/Alamat Surat Menyurat : **Voice of Customer - Service Quality Management Quality & Customer Experience**  
Hong Leong Bank Berhad  
Level 2 Wisma Hong Leong  
18 Jalan Perak  
50450 Kuala Lumpur
- Fax/Faksimili : 603-79468884
- Email address/Alamat E-mel : HLOnline@hlbb.hongleong.com.my



Investigations 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.*



Upon completion of investigation, a reply will be communicated to the complainant.

*Setelah selesainya penyiasatan, pihak bank akan memberi maklumbalas ke atas aduan puan/tuan.*



For any person who is 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) Bank Negara Malaysia \*\***

Contact number : 1-300-88-5465 (Overseas: 603-21741717)

Fax : 603-21741515

Email : bnmtelelink@bnm.gov.my

#### **2) Financial Mediation Bureau \*\***

Contact number : 603-22722811

Fax : 603-22745752

Email : enquiry@fmb.org.my

#### **3) Credit Counseling and Debt Management Agency \*\***

Contact number : 1 800 88 2575

Fax : 603-26167601

Website : www.akpk.org.my

#### **4) Small & Medium Industries Development Corporation \*\***

Contact number : 1-300-88-1801 (Infoline) / 603-62076000 (General Line)

Fax : 603-62016564

Email : info@smidec.gov.my

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