

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/ <i>Laman Web</i>	: www.hlb.com.my
Mailing Address/ <i>Alamat Surat Menyurat</i>	: Customer Advocacy 13Ath Floor, Menara Hong Leong, No. 6, Jalan Damanlela, Bukit Damansara, 50490 Kuala Lumpur
Facsimile/ <i>Faksimili</i>	: +603-20818927
E-mail address/ <i>Alamat E-mel</i>	: 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
E-mail/E-mel	: bnmtelelink@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	: 1-800-88-2575 (1-800-88-AKPK)
Facsimile/Faksimili	: +603-2616 7601
Website/Laman Web	: www.akpk.org.my
- 4) SME Corporation Malaysia (SME Corp.)/Perbadanan Perusahaan Kecil Dan Sederhana Malaysia**

Contact number/Telefon	: 1-300-30-6000 (Infoline)/+603-2775 6000 (General Line)
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*