

## 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 8821/ 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](mailto: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](http://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](mailto:info@smecorp.gov.my)

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