

Complaints

How to lodge an official complaint

1.1 You may log your complaint via any of the channels below:

- (A) Complete the complaint form or write complaint letter and sent to the Complaint Officers at the address below:
Ms. Seit Mun Wai or Cik Norahsikin bt Fauzan
Human Capital & Administration Division
Public Investment Bank Berhad
Level 26, Menara Public Bank 2
No. 78, Jalan Raja Chulan
50200 Kuala Lumpur
- (B) Contact the Complaint Officers at the following telephone numbers:
603-20362800 ext 2948 or 603-20362800 ext 2922
- (C) Fax the **complaint form** or written complaint letter to:
603-20362950
- (D) Send your complaint via email to:
complaints@publicinvestbank.com.my

1.2 Your complaint should contain the following information:

- Name, NRIC no., client code, CDS no., mail/email addresses and contact numbers (the details of the complainant);
- Specify the details of the complaint as below:
 - Subject of the complaint
 - Date/s of the problem/activity or transaction
- Provide supporting documents on your complaint, if any

1.3 Complaint Handling Procedure

- All complaints will be acknowledged within 24 hours on a working day
- Investigation will be conducted with the relevant parties to resolve the complaint
- All complaints are to be resolved within 14 days and will be communicated to the complainant via letter/email upon completion of the investigation. For complicated cases, complainant will be notified in writing on the need for an extension of time
- In the event that you are not satisfied with our final response to you, you may refer your complaint to the parties below within 180 days from the date of our final response letter

Securities Industry Dispute Resolution Center (SIDREC)
Unit A-9-1, Level 9, Tower A
Menara UOA Bangsar
No. 5, Jalan Bangsar Utama 1
59000 Kuala Lumpur
Contact no. 603-22822280
Fax no. 603-22823855
Email: info@sidrec.com.my

Bank Negara Malaysia
Laman Informasi Nasihat dan Khidmat (LINK)
Bank Negara Malaysia
PO Box 10922
50929 Kuala Lumpur
Contact no. 1-300-88-5465 (1-300-88-LINK)
(Overseas: +603-21741717)
Fax: 03-21741515
Email: bnmlink.bnm.gov.my