Making a Complaint

**1) Call Centre**  
In the first instance, we encourage customers and partners to contact our call centre at +603 7650 1800. We will put our foot forward to resolve your queries to the best of our ability.

Letter & E-mail  
Alternatively, you may send your complaint in writing to:

Hong Leong MSIG Takaful Berhad

Level 5 , Tower B, PJ City Development

No.15A Jalan 219 , Seksyen 51A

46100 Petaling Jaya

Selangor  
E-mail: [ReachUs@takaful.hongleong.com.my](mailto:ReachUs@takaful.hongleong.com.my)

**2) Complaint Acknowledgement**

Once we receive your complaint, we will provide you a reference number and we will be in touch with you within two (2) working days from the date we receive your complaint. The reference number will be quoted in all correspondence related to your complaint.

In order for us to effectively deal with your complaint, please provide your complaint details and enclose any supporting documentation that may be relevant.

**3) Responding to Your Complaint**

Given that the nature of complaints may vary greatly, we endeavour to resolve your complaint within fourteen (14) working days from the date it was received. The final decision on your complaint will be conveyed to you no later than thirty (30) days from the date the complaint was first lodged. Under certain circumstances, we may require an extended period to provide you with a full resolution. In this case, we will provide you a written explanation along with advice on the expected resolution date for your complaint.

**4) Avenue to Seek Redress**

It is important for us to resolve your complaints promptly and fairly. However, if you remain dissatisfied and wish to pursue further after we have completed the complaint resolution process, you may refer to the below external bodies in pursuit of redress or resolution of your complaint:

Ombudsman for Financial Services (*Formerly known as Financial Mediation Bureau*)   
Level 25, Dataran Kewangan Darul Takaful   
No. 4, Jalan Sultan Sulaiman   
50000 Kuala Lumpur   
Tel: 6032 2722811  
Fax: 6032 2745752   
Website: [www.fmb.org.my](http://www.fmb.org.my/)

OR

Director  
Laman Informasi Nasihat dan Khidmat (LINK)   
Ground Level, Block C   
Bank Negara Malaysia   
P.O Box 10922   
50929 Kuala Lumpur   
Tel: 6032 6988044   
Fax: 6032 6934051   
E-mail: [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)