

How to Lodge an Official Complaint

If you have any concerns or are dissatisfied with Hong Leong Investment Bank Berhad's ("HLIB") services or products, you may lodge an official complaint with us by requesting for the **Official Complaint Form** via: -

- (a) email at Helpdesk@hlib.hongleong.com.my;
- (b) the Complaints section on the following websites:-
 - (i) www.hlebroking.com ; or
 - (ii) www.hlib.com.my
- (c) letter addressed to The Centralised Complaint Management Unit ("CCMU") at any of the HLIB Branches below:-

| Bukit Damansara Branch (BD) | Ipoh Branch (IP) | Investment Bank (IB) |
|---|---|---|
| Complaint Officer (Ms Sophia Ooi) | Complaint Officer (Ms Phang Mei Ling) | Complaint Officer (Ms Teh Jiah Ching) |
| Mezzanine Floor & Level 3A Block B, Plaza Zurich No 12, Jalan Gelenggang Bukit Damansara 50490 Kuala Lumpur Tel : +603-2080 8619 | 51-53, Persiaran Greenhill 30450 Ipoh, Perak Tel : +605-253 9626 | Level 28, Menara Hong Leong, No 6, Jalan Damanlela, Bukit Damansara 50490 Kuala Lumpur Tel : +603-2083 1929 |

- (d) in person at any of the HLIB Branches stated above.

To help us investigate your complaint more efficiently, please furnish us the following information together with your duly completed Official Complaint Form:-

- (1) Name and Contact Details
 - (a) Full name as per NRIC
 - (b) NRIC no.
 - (c) Mailing address
 - (d) Client Code
 - (e) CDS no.
 - (f) Email address that we may use to reply to you
 - (g) Name and Code of your Commissioned Dealer's Representatives / Dealer.
- (2) Specify the nature of the complaint as below:
 - (a) Subject and details of the complaint
 - (b) Date(s) involving the reported incident
 - (c) Name of the person you have been dealing with at the Bank
- (3) Provide copies of supporting documents relating to the complaint, if any.

Complaint Handling Procedure

- (1) Please submit your duly completed Official Complaint Form and supporting documents (if any) to HLIB as follows: -
 - (a) email at Helpdesk@hlib.hongleong.com.my;
Note: Please ensure that the maximum size limit of your email (including attachment(s)) does not exceed 25MB. Any email exceeding this size will automatically be rejected by HLIB's server.
 - (b) letter addressed to CCMU at any of the HLIB Branches stated above; or
 - (c) in person at any of the HLIB Branches stated above.
- (2) HLIB will respond to your complaint via letter or email within 14 days of receipt of your duly completed Official Complaint Form and supporting documents (if any).
- (3) In the event that you are dissatisfied with the resolution or final response provided by HLIB, you may refer your complaint to the following authorities: -

(a) **Bank Negara Malaysia***

Note: Complaints must be referred if dissatisfied with the response or there is no response on the final decision after 60 days.

Address: BNMLINK (Laman Informasi Nasihat dan Khidmat)
4th Floor, Podium Bangunan AICB,
No. 10, Jalan Dato' Onn,
50480 Kuala Lumpur.

Web Form: <https://bnmlink.bnm.gov.my/>

Contact: 1-300-88-5465 (Local)
+603 2174 1717 (Overseas)

(b) **Securities Industry Dispute Resolution Center (SIDREC)* ([FAQs BM](#) / [FAQs English](#))**

Note: Complaints must be referred within 180 days from receipt of final response from the Bank.

Address: Unit A-9-1, Level 9, Tower A
Menara UOA Bangsar
No. 5, Jalan Bangsar Utama 1
59000 Kuala Lumpur

Email: info@sidrec.com.my

Contact: +603 2282 2280

(c) **Securities Commission Malaysia***

Note: You may refer your complaint to Securities Commission Malaysia even if you have initiated a dispute resolution process with SIDREC.

Address: Consumer and Investor Office
Securities Commission Malaysia
No. 3, Persiaran Bukit Kiara
Bukit Kiara
50490 Kuala Lumpur

Email: aduan@seccom.com.my

Contact: +603 6204 8999

*with respect to each authority/body, any referral (of a claim) shall be subject to any limitations, rules and parameters for the type of claims dealt with by the aforesaid authorities.

For general Inquiries please contact:

Our Helpdesk at +603-2080 8777; or Our Retail Support at +603-2080 8663 / +603-2080 8661 / +603-2080 8667 (BD Branch) and +605-253 7662 (Ipoh Branch) (Working hours from 8.30am to 5.30pm excluding Saturday, Sunday and Public Holidays)