



Step 1 : Complaint Details

Please complete the [Complaint Form](#) or provide details of your complaint in a written format and ensure all relevant information is provided. Below are some points to remember when writing a complaint:

Write clearly in ink

- State your case clearly and provide relevant facts in an orderly manner
- Avoid unnecessary details and repetition
- Include any reference number(s), for example the account number, customer reference number or card number
- Attach supporting documents relating to the complaint, if available
- Keep a record of your correspondence
- Provide contact number(s) where you can be reached

Your complaint can be sent to: AmBank Group Service Resolution Department
Level 46, Menara AmBank,
No. 8, Jalan Yap Kwan Seng
50450 Kuala Lumpur
Fax No.: 603-2161 2251

Step 2 : Acknowledgement of Complaint

- Within 24 hour of receiving your complaint, we will acknowledge receipt and let you know when you should expect a response

Step 3 : Investigation and Recommendation

- We will investigate your complaint and make recommendation to the Management to resolve the complaint

Step 4 : Final Resolution

- We will respond to your complaint within two (2) weeks of receiving it. This will represent the bank's final position on the matter.

If more time is needed to resolve your complaint, we will either call or write to you informing on the time extension.



Step 5 : Review by External Body

It is important to us to resolve your complaint. However, if you are dissatisfied and wish to pursue further after our complaint resolution process, external recourse is available to you through various organisations such as The Association of Banks in Malaysia, Financial Mediation Bureau and Bank Negara Malaysia.

The Association of Banks in Malaysia (ABM)

Tel: 1-300-88-9980.

Operational from Mondays to Fridays, 9.00 a.m. to 5.30 p.m

The Financial Mediation Bureau (FMB)

The Mediator

The Financial Mediation Bureau

Level 25, Dataran Kewangan Darul Takaful

No. 4 Jalan Sultan Sulaiman

50000 Kuala Lumpur

Tel No: +603 2272 2811

Fax No: +603 2274 5752

Email: enquiry@fmb.org.my

Bank Negara Malaysia

Pengarah

Jabatan Komunikasi Korporat

Bank Negara Malaysia

P.O. Box 10922

50929 Kuala Lumpur

Tel No: +603 2698 8044

Fax No: +603 2691 2990

BNMTELELINK

Tel No: 1-300-88-5465

(Overseas: +603 21741717)

Fax No: +603 2174 1515

Email: bnmtelelink@bnm.gov.my

Alternative Contact Points:

AmBank Group 24 Hours Contact Centre

Tel No.: +603 2178 8888

Email: customercare@ambankgroup.com

AmBank Group Service Resolution Department

Tel No.: +603 2167 3645 / 2167 6318 /
+603 2167 3721

Fax No.: +603 2161 2251

Email: serviceresolution@ambankgroup.com

Operations Hours

9.00 a.m. – 5.00 p.m. (Monday – Thursday)

9.00 a.m. – 4.00 p.m. (Friday)