

## How to Lodge a Complaint

If you have any concerns or are dissatisfied with any of our services, you may lodge an official complaint with us in one of the following ways: -

(1) Verbal Complaints-

Please contact:

- (a) Our Helpdesk at +603-2080 8777; or
- (b) 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)

(2) Written Complaints

Send :

- (a) via email\* to [Helpdesk@hlib.hongleong.com.my](mailto:Helpdesk@hlib.hongleong.com.my);  
*\*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 our server.*
- (b) via the Complaints section on the following websites:-
  - (i) [www.hlebroking.com](http://www.hlebroking.com) ; or
  - (ii) [www.hlib.com.my](http://www.hlib.com.my)
- (c) via letter addressed to The Centralised Complaint Management Unit ("CCMU") at any of our Branches below:-

<b>Bukit Damansara Branch (BD)</b>	<b>Ipoh Branch (IP)</b>	<b>Investment Bank (IB)</b>
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

To help us investigate your complaint more efficiently, please furnish us the following information together with your complaint:-

(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) The Bank will respond to your complaint via letter or email within 14 days of receipt of your complaint.
- (2) We will carry out an inquiry/investigation upon receipt of all the relevant details of the complaint from you.
- (3) In the event that you are dissatisfied with the resolution or final response provided by the Bank, 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](mailto: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](mailto: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.