

## 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 +603-2168 1123 / 1176 (Kia Peng Branch) , +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:-

KiaPeng Branch (MHLX)	Bukit Damansara Branch (BD)	Ipoh Branch (IP)	Investment Bank (IB)
Complaint Officer (Ms Christina Ho)	Complaint Officer (Ms Sophia Ooi)	Complaint Officer (Ms Phang Mei Ling)	Complaint Officer (Ms Teh Jiah Ching)
Level 7, Menara HLX No 3, Jalan Kia Peng 50450 Kuala Lumpur Tel : +603-2168 1123	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.