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	Complaint Officer	Complaint Officer
(Mr Ng Jian Herng)	(Ms Yong Chooi Yee)	(Ms Teh Jiah Ching)
Mezzanine Floor & Level 3A	51-53, Persiaran Greenhill	Level 28, Menara Hong Leong,
Block B, Plaza Zurich	30450 Ipoh,	No 6, Jalan Damanlela,
No 12, Jalan Gelenggang	Perak	Bukit Damansara
Bukit Damansara	Tel : +605-253 9626	50490 Kuala Lumpur
50490 Kuala Lumpur		Tel : +603-2083 1929
Tel : +603-2080 8618		

(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 registered with HLIB
  (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 HLIB

(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 provide written acknowledgement within one (1) working day upon receipt.
(3) HLIB will conduct a thorough investigation and liaise with relevant parties to address your complaint promptly and fairly.
(4) Depending on the complexity of the complaint, HLIB aims to resolve your complaint within the following time frame from the date of receipt of the complaint subject to complete information and documents: -
  (a) simple cases : five (5) working days
  (b) complex cases : twenty (20) working days
  Note: Please note that extensions are possible when simple cases are subsequently determined to be complex or if HLIB requires additional information or document from third parties.

(5) If we are unable to provide our response within the stipulated time frame, you will be informed of the delay, reason for the delay and the expected response time. You will be kept informed on the status of your complaint from time to time until your complaint is resolved.

(6) 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 Commission Malaysia***

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

(c) **Financial Markets Ombudsman Service (Formerly known as Ombudsman for Financial Services)***

Note: Complaints must be referred within 6 months of final response by HLIB.

Address: Level 14, Main Block
Menara Takaful Malaysia
No. 4 Jalan Sultan Sulaiman,
50000 Kuala Lumpur
Website: www.fmos.org.my
Contact: +603 2272 2811

*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:
HLIB's Customer Service Executive at +603-2080 8777; or HLIB's Retail Management Department at 603-2080 8662 /+603-2080 8664 /+603-2080 8667/ +603-2080 8661 and +603-2080 8663 (Working hours from 8.30am to 5.30pm excluding Saturday, Sunday and Public Holidays)