

# Are you dissatisfied with any of our products and services?



## STAGE 1 : LODGE A COMPLAINT

Follow these steps to lodge a complaint



LODGE A COMPLAINT TO RHB



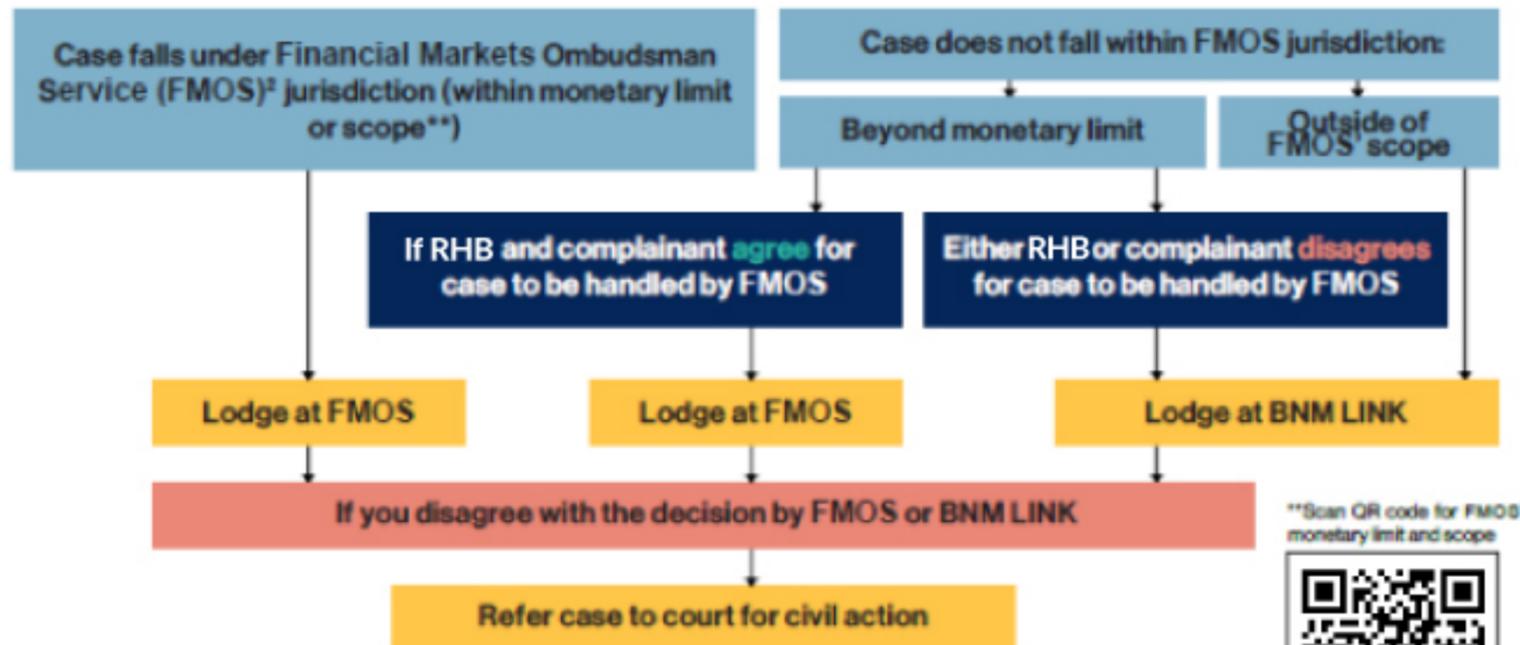
RECEIVE A WRITTEN ACKNOWLEDGEMENT WITHIN ONE (1) WORKING DAY



- FOR A SIMPLE CASES, PLEASE ALLOW UP TO 5 WORKING DAYS TO RECEIVE A RESPONSE FROM RHB
- FOR COMPLEX CASES, PLEASE ALLOW UP TO 20 WORKING DAYS TO RECEIVE A RESPONSE FROM RHB<sup>1</sup>

## STAGE 2 : REDRESS

Follow these steps in the event of disagreement with RHB's final decision



<sup>1</sup>Depending on the nature and complexity of the case, such as when third-party information or documentation is required.

<sup>2</sup>FMOS, appointed by Bank Negara Malaysia and the Securities Commission Malaysia, offers free, independent and impartial dispute resolution services for financial consumers and investors, focusing on financial and capital market disputes involving direct financial losses.

## How to lodge a complaint?



Email:  
customer.service@rhbgroup.com



Telephone number:  
603-92068118



Mailing address:  
Customer Advocacy, Level 2, Tower  
2, RHB Centre, Jalan Tun Razak,



Visit: RHB Branches - Book an  
appointment via RHB Mobile Banking

