

How to lodge a complaint

1. Ways to contact us:

(i) Verbal Complaint

- Contact our Helpdesk at +603-2080 8777
- Contact our Retail Department at +603-2168 1123

To help us investigate your complaint more efficiently, the following information is required:

- Your name and contact details
- Name and Code of your Commissioned Dealer's Representative / Dealer
- Nature of complaint and supporting documents (if any)

(ii) Written Complaint

- By Email : Helpdesk@hlib.hongleong.com.my
- Website : www.hlebroking.com
- Letter attention to : The Centralized Complaint Management Unit ("CCMU") at any of our Branches below :

Kia Peng Branch

Level 7, Menara HLA
No. 3, Jalan Kia Peng
50450 Kuala Lumpur.

Bukit Damansara Branch

Mezzanine Floor & Level 3A,
Block B, Plaza Zurich,
No. 12, Jalan Gelenggang,
Bukit Damansara,
50490 Kuala Lumpur.

Ipoh Branch

51-53, Persiaran Greenhill
30450, Ipoh,
Perak.

2. Investigation will be conducted by relevant parties upon receipt of feedback via any of the above channels.

3. Upon completion of investigation, a reply will be communicated to the complainant.

4. If you are not satisfied with our resolution, you may seek to refer your case to:

(i) **Central Bank of Malaysia / Bank Negara Malaysia****

Contact No. : 1-300-88-5465 (1-300-88-LINK) (Overseas: +603-2174-1717)
Fax No. : +603-2174-1515
E-mail : bnmtelelink@bnm.gov.my

(ii) **Securities Industry Dispute Resolution Center (SIDREC)****

Contact No. : +603-2282 2280
Fax No. : +603-2282 3855
Email : info@sidrec.com.my

*** Subject to type of claims accepted by the respective body*