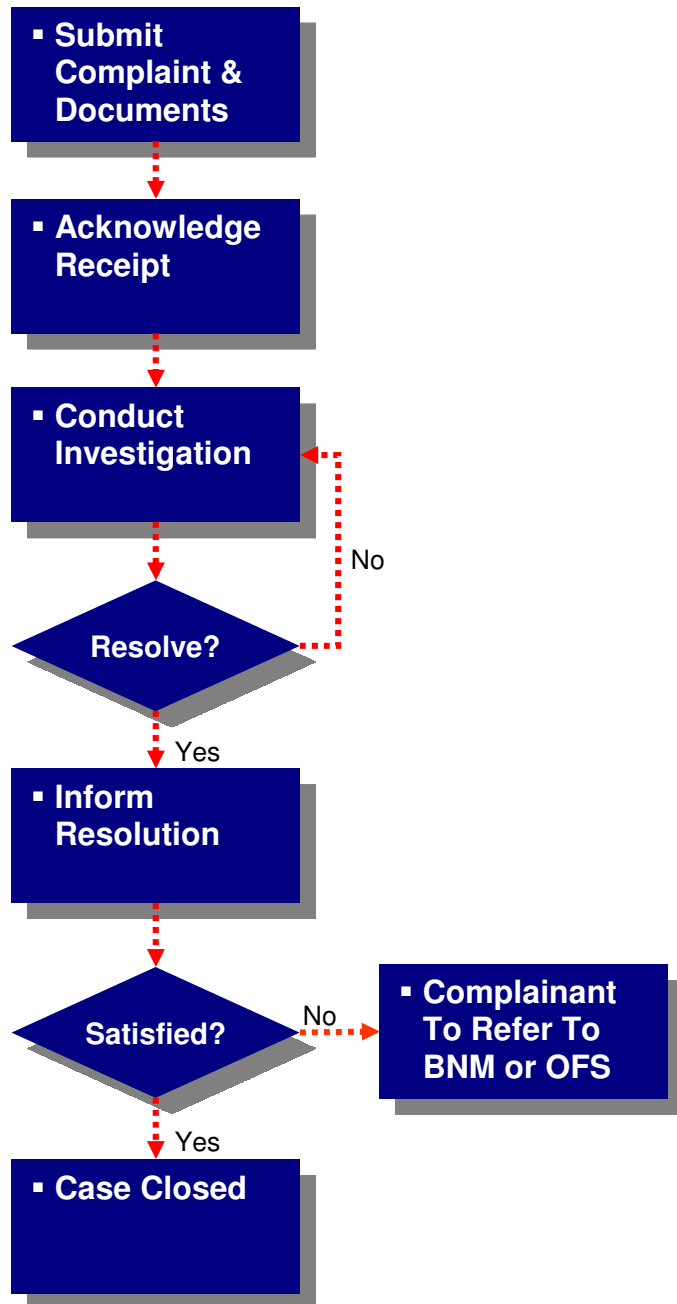


Complaint Handling Procedure



Submitting the Complaint & Documents

You can lodge your complaint in writing (duly sign) and send the letter through post, email, or fax to:
Customer Service Improvement Unit (CSIU)
Hong Leong Assurance Berhad
Level 3, Tower B, PJ City Development
No. 15A Jalan 219, Seksyen 51A
46100 Petaling Jaya, Selangor
PO Box 120, 46710 Petaling Jaya

Email : customerservice@hla.hongleong.com.my
Fax : 03-76501991
Or submit your feedback through our website at www.hla.com.my

Alternatively, if you require assistance on your complaint, you may call us at 03-76501288 from Mondays to Fridays, 9.00am to 6.00pm.

Not Satisfied With Our Reply

If you are not satisfied with the outcome of the complaint resolution, you may present your case to the Ombudsman for Financial Services (OFS) or Bank Negara Malaysia (BNM). For further information on the types of complaint handled by OFS, you may log on to www.ofs.org.my

Ombudsman for Financial Services
(Formerly known as Financial Mediation Bureau)
Level 14, Main Block
Menara Takaful Malaysia
No. 4, Jalan Sultan Sulaiman
50000 Kuala Lumpur.
Tel: 03-22722811
Fax: 03-03-22721577
Email: enquiry@ofs.org.my

If your complaint does not fall within the scope of OFS, you may refer to Bank Negara Malaysia at www.bnm.gov.my

Laman Informasi Nasihat dan Khidmat (LINK)
Tingkat Bawah, Blok C
Bank Negara Malaysia
Peti Surat 10922
50929 Kuala Lumpur
Tel: 1300 88 5465 or 03-21741717
Fax: 03-21741515
Email: bnmtelelink@bnm.gov.my