

DISSATISFIED WITH ANY OF OUR PRODUCT OR SERVICES?

LODGE A COMPLAINT TO US

Emel : servicequality@prubsn.com.my
Contact Number: +603 2775 7188
Visit Us: PruBSN dan Prudential Assurance Malaysia Berhad Branch



RECEIVE A WRITTEN ACKNOWLEDGMENT WITHIN 1 WORKING DAY



COMPLAINT RESPONSE TIME

✔ **Simple Cases:** Please allow a response up to 5 days
These are straightforward issues that can be resolved quickly without the need for extensive review .

✔ **Complex cases:** Please allow a response up to 20 working days*
These issues necessitate a more thorough analysis and detailed assessment.

**The response time may vary based on the nature and complexity of the case, especially when third-party information or documentation is needed.*

FOLLOW THESE STEPS IF YOU DISAGREE WITH OUR FINAL DECISION



Bank Negara Malaysia

If the final claim decision was made more than six months ago and/or the claim amount exceeds RM 250,000.00, or if the complaint falls outside the jurisdiction of the Financial Markets Ombudsman Service (FMOS).

Please refer to BNMLINK, Jabatan LINK & Pejabat Wilayah, of Bank Negara Malaysia (BNM).

Submit a Complaint (e-LINK Form): <https://bnmlink.bnm.gov.my>

BNMLINK, Jabatan LINK & Pejabat Wilayah BNM
Aras 4, Podium Bangunan AICB
No. 10, Jalan Dato' Onn
50480 Kuala Lumpur

Telephone:

Local: 1-300-88-5465 (BNMLINK)

Overseas: +603-2174-1717

Website: www.bnm.gov.my



Financial Markets Ombudsman Service (FMOS) (Formerly known as Ombudsman for Financial Services)

FMOS, appointed by BNM, offers free, independent, and impartial dispute resolution services for financial consumers and investors, focusing on financial disputes involving direct financial losses.

Any person not satisfied with the decision of the takaful operator can refer to the Ombudsman for Financial Services (OFS), if the final decision of the takaful operator was made within six months and the claim amount is up to RM 250,000.00.

Submit Complaint: <https://complaint.fmos.org.my/>

Address:

Aras 14, Blok Utama,
Menara Takaful Malaysia,
No.4, Jalan Sultan Sulaiman,
50000, Kuala Lumpur

Telephone: +603-2272 2811

Website: www.fmos.org.my