

At RBS, our aim is to have a satisfactory financial relationship with our customers. You are important to us therefore we are committed to delivering a high quality of customer care by continuously improving our services to serve you better. To do this properly we need your help.

If at any time you are unhappy with any aspect of our service or would like to suggest ways we could improve, please tell us about it. We welcome any comments you may have on the quality of service you received. Whether you are making a complaint, making a suggestion or paying a compliment, your feedback is the key to us improving the way we do business. You can do this informally at the point of service or, if you prefer, formally using any of the processes below.

We welcome your suggestions and comments to help us serve you better, please feel free to post your feedback/comments. Should you may choose to share your thoughts with us, you may:

- Talk to our Consumer Operations Manager or Customer Service Representative/Staff at our branches
- Call **03-2160 9888** (Consumer Banking, Royal Preferred Banking)/03-2160 9966 (Commercial Banking, Global Banking and Markets)
- Send us an email through my.customer.care@rbs.com (Consumer Banking, Royal Preferred Banking) or kl.clientservice@rbs.com (Commercial Banking, Global Banking and Markets)
- Write to:
 - The Manager
 - My RBS Customer Care
 - The Royal Bank of Scotland Berhad
 - Level 1, Menara Maxis,
 - Kuala Lumpur City Centre
 - 50088 Kuala Lumpur
 - or fax us at 03-2160 9993 / 03-2160 9963
- Complete the feedback/comment form below and return to any of our branches or mail back to the above correspondence address

We will ensure that your complaint is fully investigated and will advise you of any decision within 3 working days upon receipt of your complaint.

If you are of the view that a complaint has not been dealt with adequately or resolved to your satisfaction, you may contact:-

1. Biro Pengantaraan Kewangan/Financial Mediation Bureau

The Financial Mediation Bureau (FMB) is an independent body set up to deal with disputes between the public and its members such as commercial banks including Islamic banks, insurance companies, takaful operators and non-bank institutions that issue credit cards, debit cards and charge cards. The FMB gives you a channel to resolve your complaint with your institution without going to the courts.

You may refer your dispute within 6 months from our final reply to:-

Address: Mediator
The Financial Mediation Bureau
Level 25, Dataran Kewangan Darul Takaful,
No. 4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur.

Telephone: 03-2272 2811
Fax: 03-2274 5752
Email: enquiry@fmb.org.my
Website: www.fmb.org.my

2. Bank Negara Malaysia/Central Bank of Malaysia

Walk-in Customer Service Centre [Laman Informasi Nasihat dan Khidmat, (BNMLINK)]

Address: BNMLINK
Bank Negara Malaysia
Ground Floor, D Block,
Jalan Dato' Onn,
50480 Kuala Lumpur.

Operating Hours: 9.00 a.m. - 5.00 p.m. (Monday - Friday)
Telephone: 03-2698 8044 extension 8044/8950/8958

Contact Centre (BNMTELELINK)

Address: BNMTELELINK
Corporate Communications Department
Bank Negara Malaysia
P.O. Box 10922,
50929 Kuala Lumpur.

Telephone: 1-300-88-5465 (1-300-88-LINK)
Fax: 03-2174 1515
Email: bnmtelink@bnm.gov.my
Website: www.bnm.gov.my