

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 and 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 us at
 - Consumer Banking & Royal Preferred Banking
 - 03-2160 9828 (Kuala Lumpur)
 - 04-255 9228 (Penang)
 - 05-690 8828 (Sitiawan)
 - 07-356 6828 (Johor Bahru)
 - Commercial Banking & Global Banking and Markets
 - 03-2160 9966 (Kuala Lumpur)
 - 04-255 9199 (Penang)
- 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 9905** (Consumer Banking & Royal Preferred Banking)
 - 03-2160 9963 / 04-255 9181** (Commercial Banking, Global Banking & Markets)
- Complete the feedback/comment form below or download from our website at **www.rbs.my** and return to any of our branches or mail back to the above correspondence address
- Submit via our online form at **www.rbs.my**

If it's a complaint, 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.



Customer Feedback Form

Compliments, Complaints, Suggestions

We want to know how we are doing and any ideas you have on how to do things better. If you have any feedback, suggestions, complaints or compliments about our service, staff or operations, we would like to hear from you. By telling us what services you are happy with or suggesting how we can do things better, you can help us to improve our services. Your continuous support is much appreciated and we look forward to serving you better. Kindly note that for your financial security, please do not include confidential account information.

Title: Mr/Mrs/Miss/Ms/Dr/Others

Name: _____

Address: _____

Telephone 1: _____

Telephone 2: _____

Email: _____

Nature of Feedback/

Comments: Comment/Compliment/Complaint/Feedback/Suggestion

Subject of Feedback/

Comments: _____

Feedback/Comments: _____

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: bnmtelelink@bnm.gov.my
Website: www.bnm.gov.my