

DISSATISFIED WITH ANY OF OUR PRODUCT OR SERVICES?



Stage 1

LODGE A COMPLAINT TO US

Web Form: [Contact Us](#)

Contact Number: +603 27710228

Visit us: [Customer Engagement Centre | Prudential Malaysia](#)



RECEIVE A WRITTEN ACKNOWLEDGMENT
WITHIN 1 WORKING DAY



✓ 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.

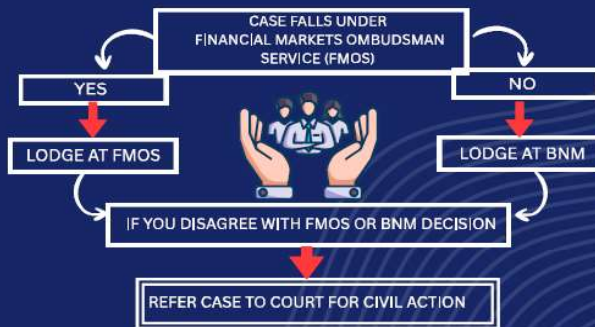
✓ Complex cases: Please allow a response up to 20 working days*

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.

Stage 2

Follow these steps if you disagree with our final decision



Financial
Markets
Ombudsman
Service

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 insurer can refer to the Ombudsman for Financial Services (OFS), if the final decision of the insurer was made within six months and the claim amount is up to RM 250,000.00.

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

Address:

Level 14, Main Block,
Menara Takaful Malaysia,
No.4, Jalan Sultan Sulaiman,
50000, Kuala Lumpur

Telephone: +603-2272 2811

Website: www.fmos.org.my



Bank Negara
Malaysia

Bank Negara Malaysia

If the final claim decision was made more than six months ago and/or the claim amount is above RM 250,000.00, 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
4th Floor, Podium Bangunan A/CB
No. 10, Jalan Dato' Onn
50480 Kuala Lumpur

Telephone:

• Local: 1-300-88-5465 (BNMLINK)

• Overseas: +603-2174-1717

Website: www.bnm.gov.my