

DISSATISFIED WITH ANY OF OUR PRODUCT OR SERVICES?



Stage 1

LODGE A COMPLAINT TO US

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

Contact Number: +603 27710228

Web Form: [Contact our team | Prudential Malaysia](#)



RECEIVE A WRITTEN ACKNOWLEDGMENT WITHIN 1 WORKING DAY

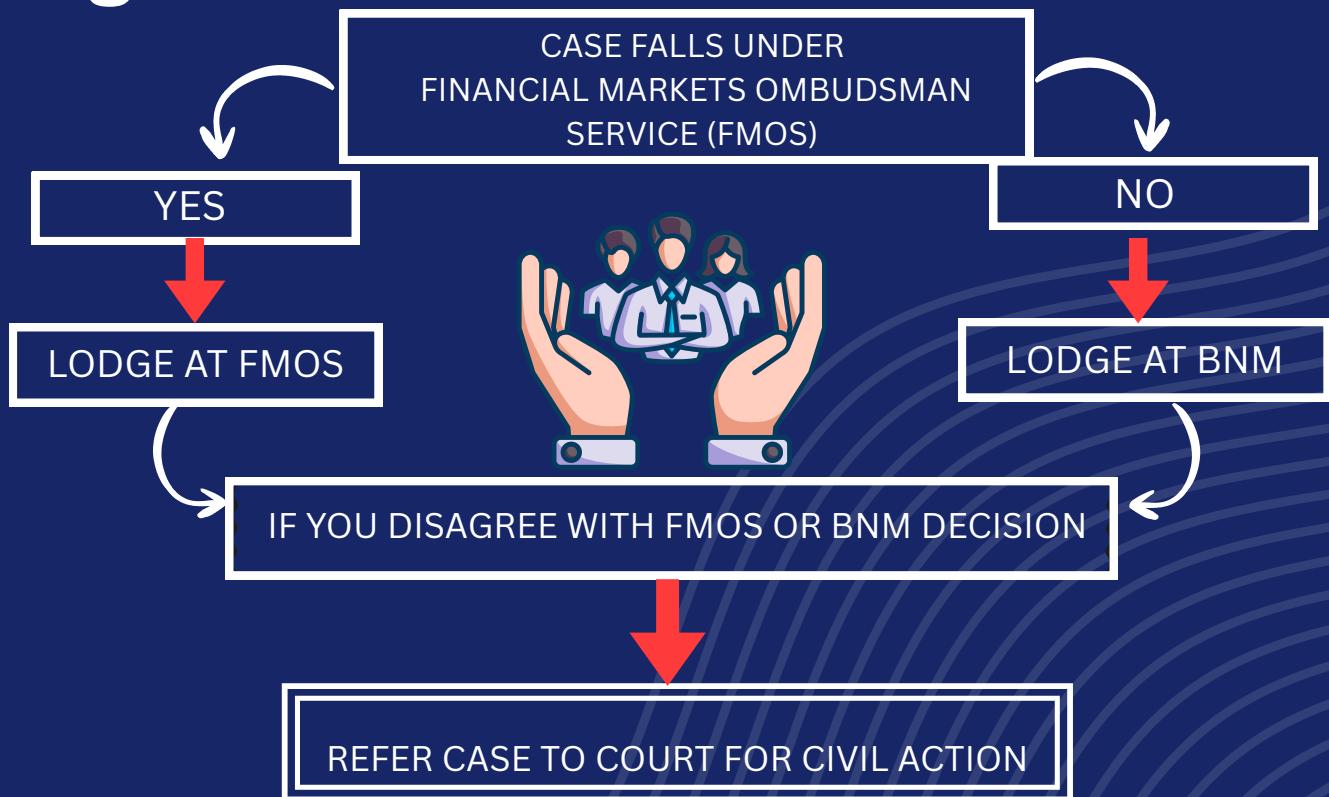
SIMPLE CASES: PLEASE ALLOW A RESPONSE UP TO 5 WORKING DAYS

COMPLEX CASES: PLEASE ALLOW A RESPONSE UP TO 20 WORKING DAYS.



**Depending on nature and complexity of the case, such as when third-party information or documentation is required*

Stage 2 Follow these steps if you disagree with FSP's 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](tel:+60322722811)

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 AICB
No. 10, Jalan Dato' Onn
50480 Kuala Lumpur

Telephone:

- Local: 1-300-88-5465 (BNMLINK)
- Overseas: [+603-2174-1717](tel:+60321741717)

Website: www.bnm.gov.my