



# Something Didn't Go as Expected?

Tell us what happened, we're committed to resolving it and making things better

## HOW TO LODGE A COMPLAINT?

- ✓ **E-mail**  
customercare@bsn.com.my
- ✓ **Telephone**  
+603-2613 1900
- ✓ **Branches**  
Walk-in to the nearest BSN branches
- ✓ **Mailing Address**  
Complaint Management Division,  
Customer Experience Department,  
Wisma BSN,  
117 Jalan Ampang,  
50450 Kuala Lumpur

### STAGE 1: LODGE A COMPLAINT

Follow these steps to lodge a complaint

**1** Lodge a complaint to BSN.

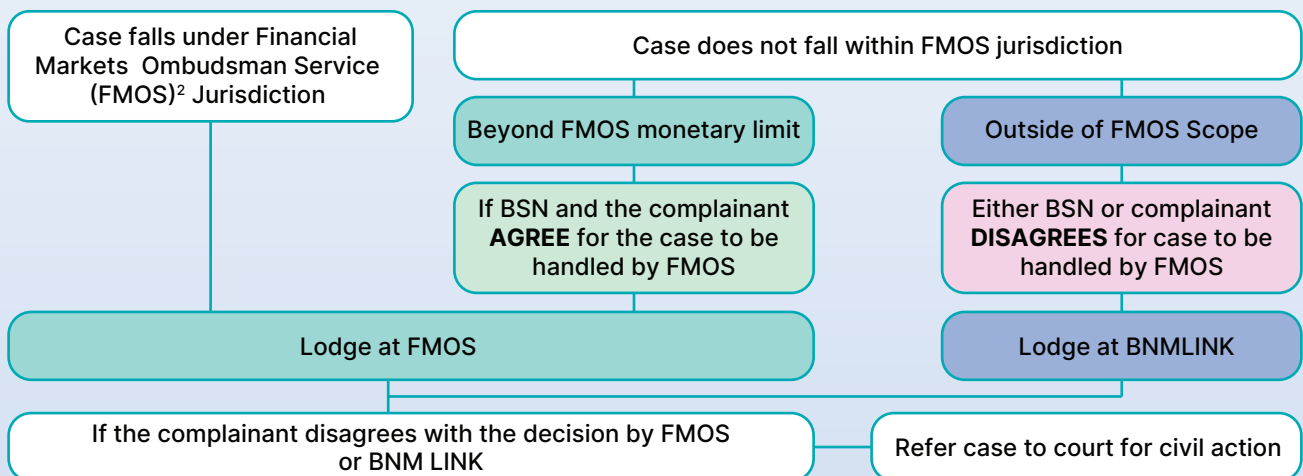
**2** Receive a written acknowledgement within **one (1) working day**.

**3** For simple cases, please allow up to **5 working days** to receive a response from the BSN.

For complex cases, please allow up to **20 working days** to receive a response from the BSN.

### STAGE 2: REDRESS

Follow these steps in the event of disagreement with BSN's final decision



**Notes:** <sup>1</sup>Depending on the nature and complexity of the case, such as when third-party information or documentation is required.

<sup>2</sup>FMOS, appointed by Bank Negara Malaysia and the Securities Commission Malaysia, offers free, independent, and impartial dispute resolution services for financial consumers and investors, focusing on financial and capital market disputes involving direct financial losses.