

## Client Complaint Reporting Form

Name of Financial Service Provider :

Postal Address :

Contact Tel. No/ hotline :

Date :

Complaint Registration Number :

**Details on Financial Service Provider**

Head Office Location (Town & Region)

Branch Location (Town & Region)

Contact Tel. No.

Email Address

Name of Person receiving the complaint

Position/ Designation

**Details of Complainant**

Name

Postal Address

Residential Address

Age

Category

Individual Male ( ) Individual Female ( )  
Corporate ( ) Others

Level of Education

None ( ) Non-formal ( ) Basic ( ) Secondary ( )  
Tertiary ( )

Tel No:

Email Address

Date event first occurred:

**Type of ID (Tick the appropriate one):**

Driving License

Voters ID

National Health Insurance ID

National ID

Passport

ID number	
<b>Complainant's Relationship with the Financial Service Provider (Tick appropriate one)</b>	
Customer	
Potential customer	
Agent	
Customer of partner institution	
Staff of the Institution	
User of service	
<b>Others (specify)</b>	
<b>If account holder, please provide the following:</b>	
Account type	
Account Number	
<b>Detailed Description of the complaint</b>	
<b>Nature/issues complaint relates to (Tick the appropriate one)</b>	
ATM / Card Services related	
Bank statement	
Client data protection	
Cheques related	
Cooling off (for credit facility)	
Credit reporting	
Customer service	
Dispute on Account Balances	
Fees, commissions and other charges	
Fraud on accounts	
Information disclosure	
Interest rates	
Loss of Passbook	
Marketing material	

Misrepresentation of information/ deception of client	
Non-accessibility of fund	
Non- payment/ Delayed payment of funds	
Unauthorized deductions	
Others (specify)	
<b>Product /service that complaint is related to (Tick the appropriate one):</b>	
ATM / Card Services	
Current Account	
Credit Facility	
Forex Accounts	
Insurance	
Internet Banking	
Investments	
Mobile/E-money and agent banking	
Non-financial products/ services	
Remittances/ Funds transfer	
Savings accounts	
Others (specify)	
<b>List of supporting documents provided</b>	
<b>Channel complaint was made (tick appropriate one)</b>	
In person (verbally)	
Written and hand delivered	
Written, and delivered by Post	

Written, and delivered through complaint box	
Phone call	
Text message	
E-mail	