

Bank of America Malaysia Berhad

Complaint Handling Procedure

Objective

To ensure complaints received are attended to effectively and corrective action is taken to prevent future recurrence of similar nature of complaints.

Procedure Details

When filing for a complaint, the client should provide the bank with details of the specific complaint or dispute and any supporting documents to facilitate the investigation.

Formal complaints received by any staff via email/facsimile/mail/phone/in person will be channelled to a Client Service Advisor (CS) and acknowledged within the same business day.

CSA after reviewing the nature of the complaint, will then direct the investigation to the head of the relevant department.

The complaint is investigated and the client will be informed of the investigation status within 14 business days from the receipt of the complaint. For complaints requiring investigation by a third party, this may take more than 14 days.

For a complaint that requires longer period of investigation, the CSA will advise the client in writing on reasons for the delay and the need for additional time to resolve the complaint.

The decision from the complaint investigation will be conveyed to the client no later than 30 days from the date the complaint was first lodged.

All final decisions may be communicated to the client by letter, e-mail or other means acceptable to the client, which should clearly explain the basis of the decision with appropriate details.

Dedicated Client Service Advisors, Complaint Unit:

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