

# MUFGM COMPLAINT/DISPUTE MANAGEMENT

## Stage 1 Lodge a Complaint

Lodge a complaint<sup>1</sup>  
to MUFGM  
Complaint  
Channels.

Receive a written  
acknowledgement  
within ONE (1)  
working day.

Turnaround time<sup>2</sup>:  
• Simple cases – Up to FIVE (5) working days  
• Complex cases – Up to TWENTY (20) working days

### Note:

1. Provide your name, email address, contact number and details of your complaint/dispute. For disputed transactions, provide additional information as follows: affected account, date of disputed transaction, amount of the disputed transaction and reason of the dispute.
2. MUFGM will inform you if your case requires additional time and will keep you informed on the progress of your complaint.

## Stage 2 Redress Channels

Below  
monetary  
limit of  
RM250,000



+603 2272 2811



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



FMOS: <https://www.fmos.org.my>

Above  
monetary  
limit of  
RM250,000



1-300-88-5465 (Overseas: +603 2174 1717)



BNMLINK, Bank Negara Malaysia, 50290 Kuala Lumpur



[Enquiries or Complaints - Bank Negara Malaysia](#)

### Note:

3. 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.