

Bank of America Malaysia Berhad

Complaint Handling Procedure

Objective

To ensure complaints received are attended and corrective action taken is effective to prevent future recurrence of similar nature of complaints, in turn will enhance customer satisfaction.

Procedure Details

Receive Complaint

When filing for complaint, customer should provide the bank with details of the specific complaint/ dispute and any supporting documents to help expedite the investigation.

Formal complaints received by any staff via email/facsimile/mail/phone/in person will be channeled to Client Service Advisor (CSA) and acknowledged within same business days.

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

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

For complaint that requires longer period of investigation, the Bank will advise the customer in writing on reasons for the delay & the need for additional time to resolve the complaint.

The decision of the complaint will be conveyed to customer not later than 30 days from the date the complaint was first lodged.

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

Dedicated Client Services Advisors, Complaint Unit

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