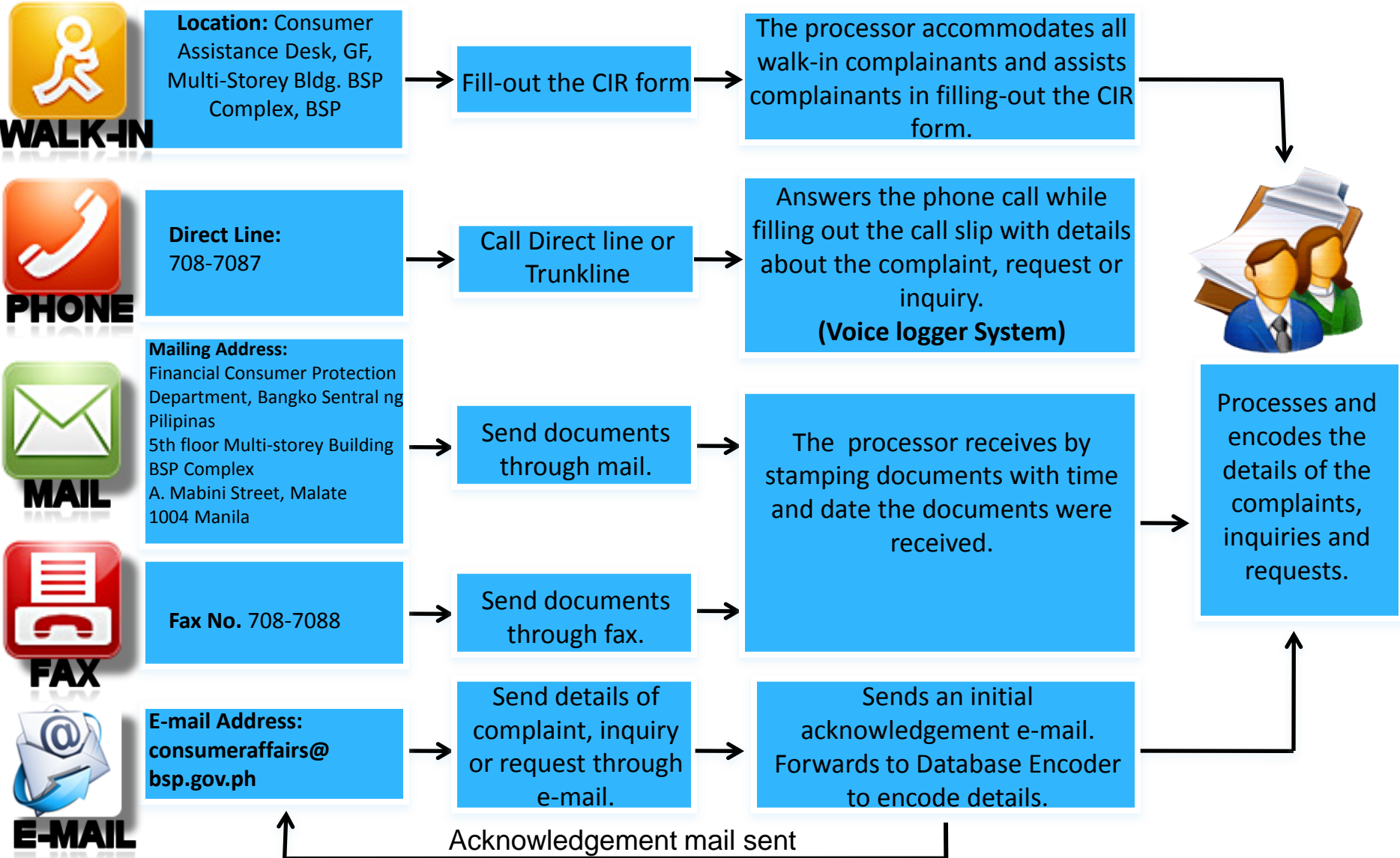


Consumer Assistance Mechanism

CLIENT'S STEPS

ACTIONS TAKEN BY FCPD



CLIENT'S STEPS

ACTIONS TAKEN BY FCPD

Secure other important documents such as:

- Typewritten complaint letter
- Complainant's contact details
- Details of the issues being raised
- The resolution that you are requesting
- Copy of the complaint letter sent to the financial institution or any reply of the abovementioned if any;
- Other supporting documents

Complaints
Inquiries
Requests

FCPD will look at the consumers' complaints, inquiries and requests.



Within FCPD's jurisdiction?

Will be sent to the appropriate government agency.

NO

The Group will contact the Financial Institution (FI) concerned.

The bank will address the issue at hand or give feedback regarding the concern directly to the client.



FCPD will send the Acknowledgement letter/call/email along with the FI reply or other agency's reply.

- Complaints
- Inquiries
- Request

Feedback about FCPD's action

