

COMPLAINTS HANDLING PROCEDURE / PROSEDUR MENANGANI ADUAN

Please forward your completed complaints form to us through/*Sila hantarkan borang yang telah disiapkan kepada:*

Customer Service Officer at the Helpdesk/*Pegawai Khidmat Pelanggan di Kaunter Perkhidmatan*

Mail/Pos: The Bank of Nova Scotia Berhad,
P.O. Box 11056
50734 Kuala Lumpur

Complaint Hotline: 03-2052 3650
/ Hotline Aduan

Email/*E-mel:* bns.kualalumpur@scotiabank.com

Fax/*Faks:* Complaints Dept at 03-20523700
Jabatan Pengaduan di 03-20523700

Telephone/
Talifon: Mr. Kamarul Azimi at 03-20523651 or/*atau*
Mr. Steven Narendran at 03-20523688

Upon receipt of your complaint, the Bank will acknowledge and respond to you within 14 days from receipt of the complaint.

Setelah menerima aduan anda, Bank akan mengiktiraf dan bertindak-balas dalam masa 14 hari dari tarikh penerimaan aduan.

However, if the case is complicated or involves complex issues that require further investigation, the Bank will inform you in writing the reasons for the delay and the need for additional time to resolve the complaint; not later than 30 days from the date the complaint was first lodged.

Namun, jika kes yang rumit atau melibatkan isu-isu kompleks yang memerlukan siasatan lebih lanjut, Bank akan memberitahu anda secara bertulis alasan-alasan penangguhan dan waktu tambahan yang diperlukan untuk menyelesaikan aduan tersebut dan akan dimaklumkan kepada pelanggan selewat-lewatnya 30 hari dari tarikh pertama kali membuat aduan.

Personal Data

I/We hereby acknowledge that I/We have accessed and/or read the Privacy Notice issued by the Bank of Nova Scotia Berhad (which is available at www.scotiabank.com.my or has otherwise been made available to me/us) and confirm my/our agreement to the same

Data Peribadi

Saya/Kami dengan ini mengakui bahawa saya/kami telah mengakses dan/atau membaca Notis Privasi yang telah dikeluarkan oleh The Bank of Nova Scotia Berhad (yang tertera di www.scotiabank.com.my atau sebaliknya telah diberikan kepada saya/kami) dan mengesahkan persetujuan saya/kami kepada yang sama

Other avenues to lodge a complaint/Saluran lain untuk mengemukakan aduan

Should you be dissatisfied with our explanation provided or action taken, you may appeal to Bank Negara Malaysia or the Ombudsman for Financial Services (OFS) within six months from the date of our decision at the following address and the procedure for lodging a dispute with OFS is provided in the attached pamphlet on “Resolution of Financial Disputes”:-

Jikalau anda kurang berpuas hati dengan penjelasan kami atau tindakan yang telah diambil, anda boleh kemukakan rayuan kepada Bank Negara Malaysia atau Ombudsman Perkhidmatan Kewangan dalam tempoh enam bulan dari tarikh keputusan aduan seperti dialamat dibawah dan Prosedur untuk membuat pertikaian kepada Ombudsman Perkhidmatan Kewangan disertakan di dalam risalah yang dilampirkan dibawah “Resolusi Pertikaian Kewangan”:-

*Ombudsman for Financial Services (OFS)
Level 14, Main Block, Menara Takaful Malaysia
No.4, Jalan Sultan Sulaiman
50000 Kuala Lumpur
Tel – 603-22722811 Fax – 603-22721577.*

COMPLAINT FORM/BORANG ADUAN		FORM NO.	<input type="text"/>
CUSTOMER INFORMATION / MAKLUMAT PELANGGAN			
NAME/NAMA			
ADDRESS/ALAMAT			
CONTACT NO/NO. PANGGILAN:			
Office / Pejabat _____	Residence/ Kediaman _____	Mobile / Telefon bimbit _____	
E-MAIL ADDRESS / <i>E-mel</i>		TYPE OF ACCOUNT / <i>JENIS AKAUN</i>	
FAX NO. / <i>NO. FAKS</i>		ACCOUNT NO. / <i>NO. AKAUN</i>	
CONTENT OF COMPLAINT/MY COMPLAINT IS AS FOLLOWS: (Please enclose photocopies of relevant documents and ensure the facts of complaint are explained clearly)		<i>ISI PENGADUAN/PENGADUAN SAYA ADALAH SEBAGAI BERIKUT: (Sila lampirkan salinan dokumen yang relevan dan memastikan fakta-fakta aduan dijelaskan dengan teliti)</i>	
DATE/TARIKH		SIGNATURE/TANDATANGAN	

FOR OFFICE USE/UNTUK PEJABAT SAHAJA	
OFFICER-IN-CHARGE/PEGAWAI BERTANGGUNGJAWAB	DATE RECEIPT/TARIKH DITERIMA
MODE OF COMPLAINT/JENIS PENGADUAN	
<input type="checkbox"/> WALK – IN MASUK TERUS <input type="checkbox"/> FORMAL COMPLAINT PENGADUAN RASMI <input type="checkbox"/> EMAIL / FAX E-MEL / FAKS	
<input type="checkbox"/> UNAUTHORISED DISCLOSURE PENDEDAHAN TANPA KELULUSAN	
<input type="checkbox"/> OTHERS (PLEASE SPECIFY) _____ LAIN-LAIN	
FEEDBACK / MAKLUM BALAS	
DEPARTMENT/JABATAN	
INITIAL OF RECIPIENT/PARAP PENERIMA	DATE/TARIKH
RESULTS OF COMPLAINT/HASIL PENGADUAN	
DATE COMPLAINEE CONTACTED / COMPLAINT RESOLVED TARIKH PENGADU DI HUBUNGI/PENGADUAN SELESAI	
FURTHER ACTION (IF APPLICABLE)/TINDAKAN LANJUT (JIKA BERKENAAN)	
<input type="checkbox"/> FURTHER INVESTIGATION SIASATAN LANJUT <input type="checkbox"/> EXTENSION OF TIME REQUIRED LEBIH MASA DIPERLUKAN	
<input type="checkbox"/> COMPLAINEE DISSATISFIED KETIDAK-PUASAN PENGADU <input type="checkbox"/> OTHERS (PLEASE SPECIFY) LAIN-LAIN	
REASONS FOR ABOVE/ALASAN BAGI PERKARA DI ATAS	
ISSUE DEADLOCK LETTER SURAT TIADA PENYELESAIAN	: YES / NO
DATE ISSUED/ TARIKH DIKELUARKAN	

AUDIT REVIEW/ULASAN AUDIT	
INITIAL/PARAP	DATE/TARIKH