



Mizuho Bank (Malaysia) Berhad
201001039768 (923693-H)

Mizuho Bank Malaysia Complaints Handling Process

Providing Feedback:

You may lodge a complaint either verbally or in writing. We will do our best to solve your problem in a fair manner.

Your complaint will be acknowledged by our Complaints Unit within 1 business day upon receipt. It normally requires 3 to 14 business days for us to investigate and liaise with the relevant party and resolve the case.

If a complaint requires complex investigation or extensive research, you will be notified and the timeframe will be extended. You will be kept informed of the status of your complaint from time to time.

Contact us:

Mr. Kazuya Hirose

Complaints Unit

Address: Level 27, Menara Maxis, Kuala Lumpur City Centre, 50088 Kuala Lumpur

Telephone: +603–2058 2179

Email: customercare-my@mizuho-cb.com