

A. CUSTOMER INFORMATION

Company Name	
Company No.	
Name of Person in Charge	
Contact No.	
Email Address	

B. DETAILS OF COMPLAINT

Nature of Complaint	
Title of Complaint	
Description of Complaint	

C. DETAILS OF DISPUTED TRANSACTION *(Applicable for Fraud and Scams only)*

Product or Service Affected	
Affected Account No.	
Date of the Transaction	
Amount of the Transaction	
Description of the Transaction	

Completed form can be submitted to our Complaint Unit:
 Email address: customercare-my@mizuho-cb.com
 Attention to: **Complaint Unit**
 Subject: **Complaint : <Nature of Complaint>, <Title of Complaint>**

*MBM may request additional information from the customer to facilitate the investigation process.

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. Akichika Tsuboi
 Complaints Unit
 Address: Level 27, Menara Maxis, Kuala Lumpur City Centre, 50088 Kuala Lumpur
 Telephone: +603-2058 2179
 Email: customercare-my@mizuho-cb.com

FOR BANK USE ONLY	
Received Date	
<u>Initial Response</u>	
<u>Action Taken</u>	
Closure Date	