



SUMITOMO MITSUI
BANKING CORPORATION
MALAYSIA BERHAD

Redress Channels

Bank Negara Malaysia

Customer Contact Centre (BNMTELELINK)

Bank Negara Malaysia

P.O. Box 10922

50929 Kuala Lumpur

Tel: 1-300-88-5465 (1-300-88-LINK)

Overseas: 603-2174-1717

Operating Hours: 9.00 a.m. - 5.00 p.m. (Monday – Friday except public holiday)

Web form: telelink.bnm.gov.my

Ombudsman for Financial Services

(Formerly known as Financial Mediation Bureau)

Level 14, Main Block

Menara Takaful Malaysia

No. 4, Jalan Sultan Sulaiman

50000 Kuala Lumpur.

Tel: +603-2272 2811

Fax: +603-2272 1577