

(Company No. 199301017839 (272577-P))

**COMPLAINT FORM**

You are required to complete this form for us to help you with your complaint. If you need help in filling the form, please call FIMM at +60-3-7890 4242.

**Please take note that FIMM does not process complaints on matters outside its jurisdiction. Matters outside FIMM’s jurisdiction are:**

Financial products or investment products that do not fall within the definition of the unit trust scheme (UTS) and private retirement scheme (PRS) provided in the Capital Markets and Services Act 2007;

Matters relating to only the fund performance of UTS or PRS;

Matters relating to the internal policies of distributors registered with FIMM that have no relevance to the marketing and distribution of UTS or PRS; and

Matters relating to only the contractual arrangement between the consultants registered with FIMM with their principals (provided that such arrangements do not contravene any of the guidelines or rules issued by FIMM or the Securities Commission Malaysia, or any provision of the securities laws).

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| --- | --- | --- | --- | --- | --- |
| **Your details** | | | | | |
| Name | | |  | | |
| NRIC No. (for Malaysian); or  Passport No.(for foreigner) | | |  | | |
| Correspondence address | | |  | | |
| Telephone No: |  | | | Fax No: |  |
| Email | |  | | | |
| Please cross (x) your preferred mode of communication   |  |  | | --- | --- | |  | Email | |  | Correspondence address | |  | Both | | | | | | |

| **Your complaint** |
| --- |
| **Details of your complaints (to include persons and/or corporations complained against, together with supporting documents)** |

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| **Your declaration & consent** |
| I confirm that all information and documents provided to FIMM herein are true and accurate. I understand and agree that all information including my personal details which could include sensitive information and documents provided to FIMM or to be given at a later date concerning my complaint may be shared with relevant distributors and consultants registered with FIMM, and/or other third parties as may be necessary as part of FIMM’s investigation to resolve my complaint.  ----------------------------------  Signature or thumb print  Date:  Details of the person filling up this form on your behalf (if applicable).  Name:  Your signature or thumbprint is still needed even if someone else is completing this form on your behalf. This shows you have given your permission to the person to fill in the form for you and you acknowledge the truthfulness and accuracy of its content. You are required to give name and contact details of the person.  Telephone No:  ---------------------------------  Signature  Date: |

Please e-mail your complaint to [**complaints@fimm.com.my**](mailto:complaints@fimm.com.my)or send it to:

**Legal and Regulatory Affairs Department**

**Federation of Investment Managers Malaysia**

19-06-1, 6th Floor, Wisma Capital A

No. 19, Lorong Dungun, Damansara Heights

50490 Kuala Lumpur

T: +60-3-7890 4242

Note:

1. Pursuant to the Personal Data Protection Act 2010, please refer to our Personal Data Notice which is available on our website: [www.fimm.com.my](http://www.fimm.com.my).
2. If you are claiming protection under the Whistleblower Protection Act 2010, your complaints will be referred to the Securities Commission Malaysia for its necessary action.
3. If you have a complaint regarding a monetary dispute against a Distributor or a unit trust and/or private retirement scheme Consultant, you may be eligible to seek the assistance of the Financial Markets Ombudsman Service (FMOS) which can be contacted at +60-3-2272 2811 and [info@fmos.org.my](mailto:info@fmos.org.my). You may also visit www.fmos.org.my for more information.