

Have our products or services fallen short of your expectations?

STAGE 1 : LODGE A COMPLAINT

Follow these steps to lodge a complaint



LODGE A COMPLAINT TO
KFH MALAYSIA



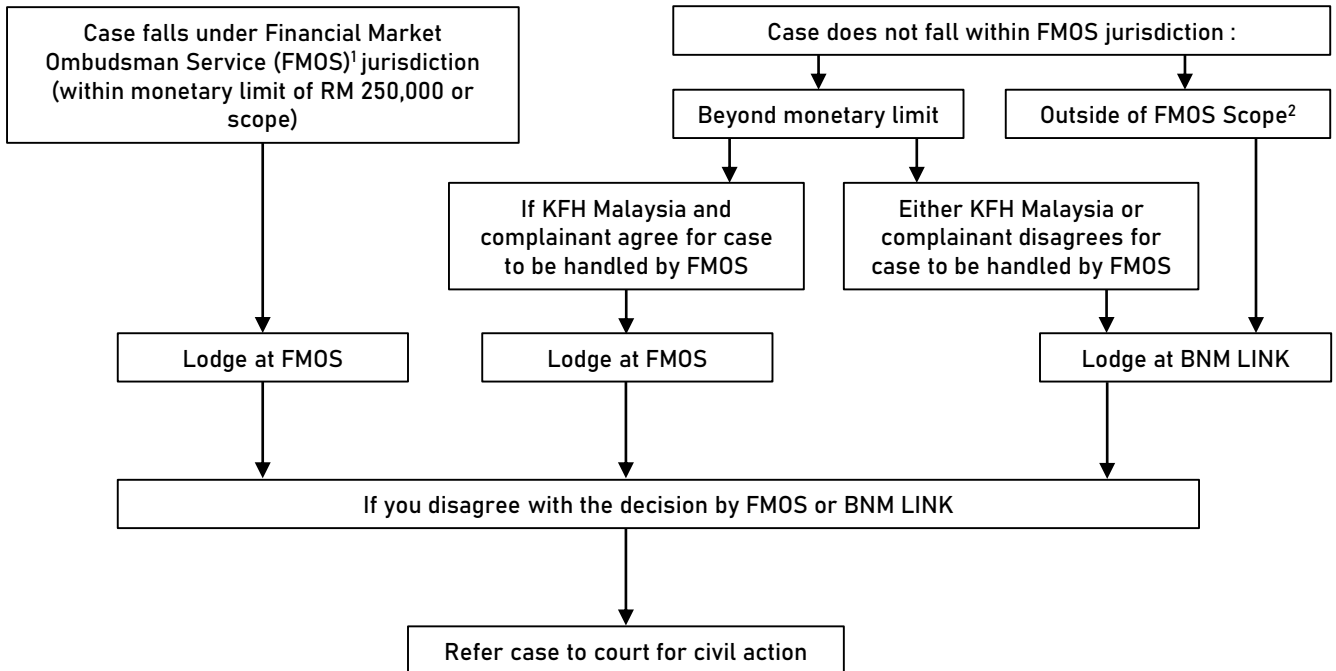
COMPLAINANT WILL RECEIVE A
WRITTEN ACKNOWLEDGEMENT WITHIN
48 HOURS



- FOR SIMPLE CASES, PLEASE ALLOW UP TO 3 WORKING DAYS TO RECEIVE A RESPONSE FROM KFH MALAYSIA.
- FOR COMPLEX CASES, PLEASE ALLOW UP TO 30 WORKING DAYS TO RECEIVE A RESPONSE FROM KFH MALAYSIA. (CUSTOMER SHOULD BE INFORMED VERBALLY / IN WRITING OF CASE DEVELOPMENTS ON A FORTNIGHTLY BASIS UNTIL THE MATTER IS RESOLVED.)

STAGE 2 : REDRESS

If you are not satisfied with KFH Malaysia's final decision, you may follow the steps below.



- ¹FMOS, appointed by Bank Negara Malaysia and the Securities Commission Malaysia, offers free, independent, and impartial dispute resolution services for financial consumers and investors, focusing on financial and capital market disputes involving direct financial losses.
- ²Depending on the nature and complexity of the case, such as when third-party information or documentation is required. Please refer to Rule 5 (Excluded Disputes) of the Rules of The Financial Markets Ombudsman Service.
- Debit card related dispute at minimum shall include the following; cardholder's name, affected debit card product number, date of disputed transaction, amount of disputed transaction and reason why cardholder believes that is a disputed transaction.

How to lodge a complaint?



Channel of Complaints
kfhcomplaints@kfh.com.my



Contact Us
1 300 888 534 (local)
603-2168 0464 (International)
8:00 am - 8:00 pm



Corporate Office
Level 26, Menara Prestige
1 Jalan Pinang 50450
Kuala Lumpur



Feedback
kfhonline@kfh.com.my