

Complaints Management Process

How to lodge a complaint

Should you have any feedback with any of our products or services provided to you, please contact us at the contact information listed below

Telephone	+ 603-2383 1111
Email:	malaysia.citiservice@citi.com
Mailing Address:	Attention to Hazlinda Hashim/ Mohd Hazwan Ismail Treasury and Trade Solutions (TTS) Operations Level 19, Citibank Berhad, 165, Jalan Ampang, 50450 Kuala Lumpur.

We are committed to treat your complaints seriously and resolving them as quickly and fairly as possible.

Kindly provide us your full contact details and the concerns raised so that we can revert to you in due course.

Complaint Resolution Process

Once Citi has received your feedback, you will receive a written acknowledgement from Citi within one (1) working day. Citi will investigate further and endeavor to review your complaint equitably and fairly. For simple cases, please allow up to 5 working days to receive a response from the bank. For complex cases, please allow up to 20 working days to receive a response from the bank.

Redress Channels for Financial Consumers¹

After going through the bank's internal complaint process and you still feel that your complaint has not been resolved in a satisfactory manner, you may escalate your complaint further to the respective parties as follows:

(i)	BNMTELELINK Contact Centre Bank Negara Malaysia P.O. Box 10922, 50929 Kuala Lumpur. Telephone: 1-300-88-5465 or +603-2174 1717 eLink: https://bnmlink.bnm.gov.my Operating Hours: 9.00 a.m. - 5.00 p.m. (Monday – Friday except public holiday)
(ii)	The Association of Banks in Malaysia A-11-1 AICB Building, No. 10, Jalan Dato' Onn, 50480 Kuala Lumpur. Telephone: 1-300-88-9980 or +603-2202 7223 eABMConnect: Submit your comments, queries or complaints at https://www.abm.org.my/eabmconnect/ Website: www.abm.org.my Operating Hours: 9.00 a.m. - 5.00 p.m. (Monday – Friday except public holiday)
(iii)	Financial Markets Ombudsman Service <i>(formerly known as Ombudsman for Financial Services)</i> Level 14, Takaful Malaysia Main Block, No 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur. Telephone: +603-2272 2811 Website: https://www.fmos.org.my/en/ Operating Hours: 8.30 a.m. - 5.30 p.m. (Monday – Friday)

¹ “**financial consumer**” refers to any person as specified in paragraph 7.1 of the BNM Policy Document on Fair Treatment of Financial Consumers including vulnerable consumers specified in paragraph 5.2 of the same Policy Document.