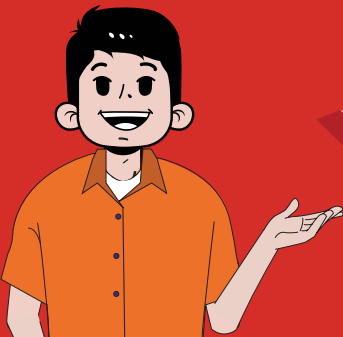


COMPLAINT HANDLING FLOW CHART



Are you dissatisfied with any of our products and services?

LODGE A COMPLAINT TO US

STAGE 1: LODGE A COMPLAINT

Follow these steps to lodge a complaint



LODGE A COMPLAINT



RECEIVE A WRITTEN ACKNOWLEDGEMENT
WITHIN ONE (1) WORKING DAY

• FOR SIMPLE CASES, PLEASE ALLOW UP TO 5 WORKING DAYS TO RECEIVE A RESPONSE FROM THE FSP¹

• FOR COMPLEX CASES, PLEASE ALLOW UP TO 20 WORKING DAYS TO RECEIVE A RESPONSE FROM THE FSP²

STAGE 2: REDRESS

Follow these steps in the event of disagreement with the company's final decision

CASE FALLS UNDER FINANCIAL MARKETS OMBUDSMAN SERVICE (FMOS)³ JURISDICTION (WITHIN MONETARY LIMIT OR SCOPE)

CASE DOES NOT FALL WITHIN FMOS JURISDICTION

BEYOND MONETARY LIMIT

OUTSIDE OF FMOS SCOPE

IF FSP AND COMPLAINANT AGREE FOR CASE TO BE HANDLED BY FMOS

EITHER FSP OR COMPLAINANT DISAGREE FOR CASE TO BE HANDLED BY FMOS

LODGE AT FMOS

LODGE AT BNM LINK

IF YOU DISAGREE WITH THE DECISION BY FMOS OR BNM LINK

REFER CASE TO COURT FOR CIVIL ACTION

** SCAN QR CODE FOR FMOS
MONETARY LIMIT AND SCOPE



¹ FSP stands for Financial Service Provider. In this context, FSP refers to Great Eastern Takaful Berhad.

² Depending on the nature and complexity of the case, such as when third party information or documentation is required.

³ FMOS, 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 market disputes involving direct financial losses.

How to lodge a complaint?



Call Us: 03-4259 8380



Email to us: cfu@greateasterntakaful.com



Walk In to the nearest branch

Write to us: Customer Feedback Unit
Great Eastern Takaful Berhad
Level 3 Menara Great Eastern
303 Jalan Ampang
50450 Kuala Lumpur



Great Eastern Takaful Berhad is a member of Perbadanan Insurans Deposit Malaysia

Branch network locations:

ALOR SETAR

66 & 68 JALAN TELUK WANJAH
05200 ALOR SETAR, KEDAH

BATU PAHAT

109, JALAN RAHMAT,
83000 BATU PAHAT, JOHOR

BINTULU

NO 313, LOT 3956, PHASE 4
BINTULU PARKCITY COMMERCE
SQUARE
JALAN TUN AHMAD ZAIDI / JALAN
TANJUNG BATU
97000 BINTULU, SARAWAK

IPOH

WISMA GREAT EASTERN
NO 16, PERSIARAN TUGU
GREENTOWN AVENUE
30450 IPOH, PERAK

JOHOR BAHRU

WISMA GREAT EASTERN
03-02, GETB BIZ DEV DEPT
BLK A, KOMERSIL SOUTHKEY MOZEK
PERSIARAN SOUTHKEY 1
80150 JOHOR BAHRU

KLANG

NO.8 & 10 JALAN TIARA 2A
BANDAR BARU KLANG
41150 KLANG, SELANGOR

KLUANG

NO 22 & 24
JALAN MD LAZIM SAIM
86000 KLUANG, JOHOR

KOTA BHARU

NO. S25 /5252-T & U
JALAN SULTAN YAHYA PETRA
15200 KOTA BHARU, KELANTAN

KOTA KINABALU

WISMA GREAT EASTERN
LEVEL 4 & 5
NO. 65 JALAN GAYA
88000 KOTA KINABALU, SABAH

KUALA TERENGGANU

2ND FLOOR, 6F
BANGUNAN PERSATUAN HIN ANN
JALAN AIR JERNIH
20300 KUALA TERENGGANU

KUALA LUMPUR

MENARA GREAT EASTERN
MEZZANINE FLOOR
303 JALAN AMPANG
50450 KUALA LUMPUR

KUANTAN

A25 JALAN DATO LIM HOE LEK
25200 KUANTAN, PAHANG

KUCHING

HOUSE NO 51, LOT 435,
SECTION 54,
KTLD TRAVILION COMMERCIAL CENTRE
JALAN PADUNGAN
93100 KUCHING, SARAWAK

LAHAD DATU

GROUND & 1ST FLOOR,
MDLD 3804, LOT 66
FAJAR CENTRE, JALAN SEGAMA
91100 LAHAD DATU, SABAH

MELAKA

NO.23 JALAN PM 15,
PLAZA MAHKOTA
75000 MELAKA

MIRI

LOTS 1260 & 1261,BLOCK 10, M.C.L.D
JALAN MELAYU
98000 MIRI, SARAWAK

PENANG

25, LIGHT STREET
10200 PENANG

SANDAKAN

LOT 5 & 6, BLOCK 40, LORONG INDAH 15,
BANDAR INDAH PHASE 7, MILE 4,
NORTH ROAD,
90000 SANDAKAN, SABAH

SEREMBAN

101 & 103
JALAN YAM TUAN
70000 SEREMBAN
NEGERI SEMBILAN

SIBU

NO. 10 A-F, WISMA GREAT EASTERN
PERSIARAN BROOKE
96000 SIBU, SARAWAK

TAIPING

133A JALAN BARRACK
34000 TAIPING
PERAK

TAWAU

GROUND FLOOR,
WISMA GREAT EASTERN
JALAN BILLIAN,
91000 TAWAU, SABAH