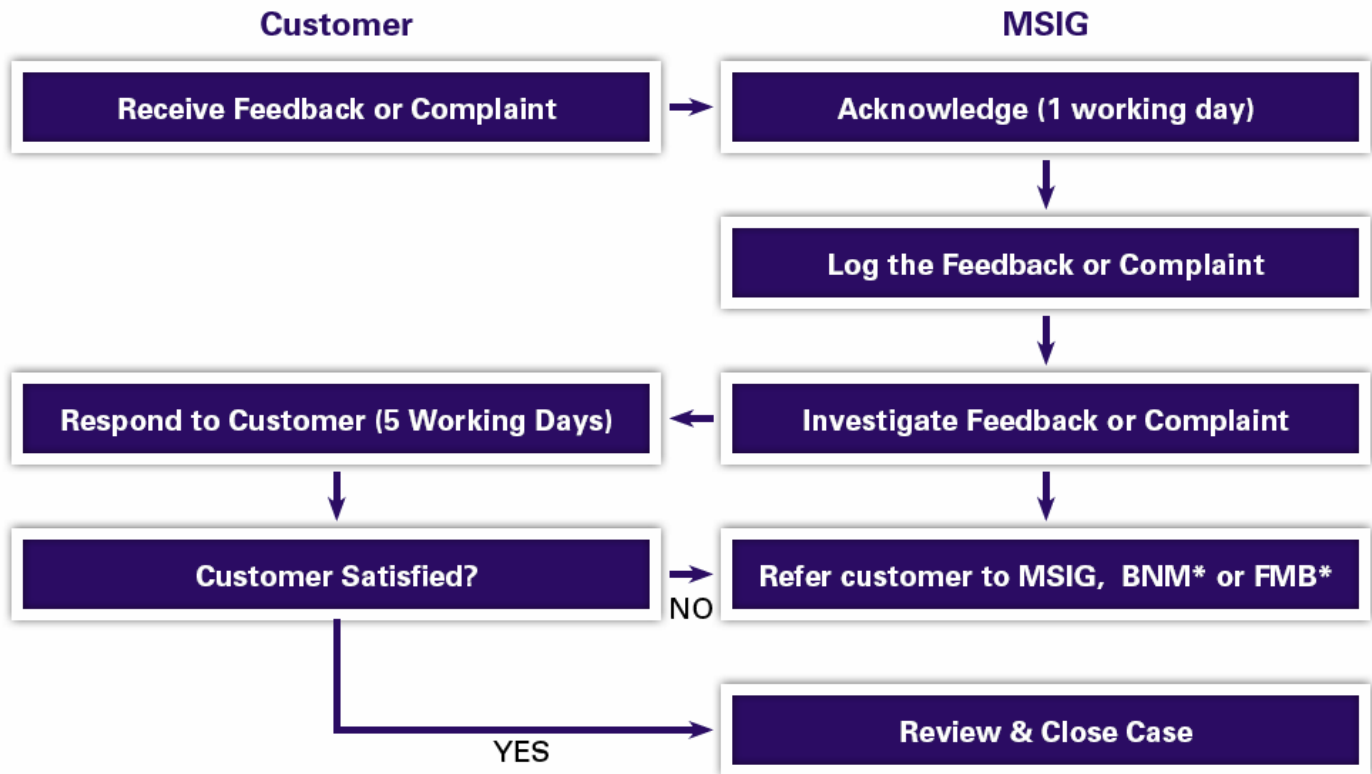




FEEDBACK & COMPLAINTS HANDLING PROCEDURE



Legend

- * BNM – Bank Negara Malaysia
- * FMB – Financial Mediation Bureau