

We welcome your feedback

STEP 1

Provide us your feedback via the following:

- ✓ Call us at 03-5516 9988
- ✓ Email us at info@alliancefg.com
- ✓ Fax to us at 03-5621 5624
- ✓ Visit any branch. Please seek assistance from our branch personnel.



STEP 2

We will acknowledge receipt of your feedback.



STEP 3

We will review your feedback.



STEP 4

A response via letter or email will be sent to you within 14 days.



At Alliance Bank Malaysia Berhad and Alliance Islamic Bank Berhad, we are committed to ensure our products and services meet our customers' expectations. We aim to resolve issues of concern in a satisfactory and timely manner. In the event your issue remains a concern, you may seek redress of the matter with the relevant independent parties e.g. Financial Mediation Bureau, Credit Counseling and Debt Management Agency, Small Debt Resolution Committee, Bank Negara Malaysia, BURSA, Securities Commission, etc. The links to these independent parties can be found on our website, www.alliancebank.com.my.



ALLIANCE BANK

Banking Made Personal

Kami mengalukan maklumbalas anda

LANGKAH 1

Berikan maklumbalas anda kepada kami:

- ✓ Hubungi kami di 03-5516 9988
- ✓ E-mel kami di info@alliancefg.com
- ✓ Faks kepada kami di 03-5621 5624
- ✓ Kunjungi mana-mana cawangan kami.
Sila dapatkan bantuan dari kakitangan cawangan kami.



LANGKAH 2

Kami akan mengakui terima maklumbalas anda.



LANGKAH 3

Kami akan meneliti maklumbalas anda.



LANGKAH 4

Jawapan melalui surat atau e-mel akan dihantar kepada anda dalam masa 14 hari.



Di Alliance Bank Malaysia Berhad dan Alliance Islamic Bank Berhad, kami berkomited untuk memastikan semua produk dan perkhidmatan kami memenuhi segala keperluan pelanggan kami. Matlamat kami adalah untuk menyelesaikan isu yang berkenaan dengan memuaskan dan dalam masa yang ditetapkan. Sekiranya anda berpendapat isu tersebut kepada badan-badan bebas yang berkenaan seperti Biro Pengantaraan Kewangan, Agensi Kaunseling dan Pengurusan Kredit, Jawatankuasa Penyelesaian Hutang Kecil, Bank Negara Malaysia, BURSA Malaysia, Suruhanjaya Sekuriti dan lain-lain. Layarilah laman web badan-badan bebas tersebut melalui laman web kami, www.alliancebank.com.my.



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Perbankan Secara Peribadi