How OFS resolves your financial disputes...

1. First, refer your dispute to your Financial Service Provider (FSP).
2. Not satisfied with the outcome or no response after 60 days of filing your complaint?
3. Lodge your dispute with OFS if it’s within OFS’ jurisdictions.
4. Case Manager will facilitate your resolution and/or issue a recommendation.
5. If you don’t accept the recommended solution, you may refer to the Ombudsman for adjudication.
6. Ombudsman will review and issue a final decision.
7. If you don’t accept the decision, you may pursue your rights through other means e.g. court or arbitration.

CONTACT US

+603 2272 2811

enquiry@of.org.my

www.of.org.my

RESOLUTION OF FINANCIAL DISPUTES

Ombudsman for Financial Services

Level 15, Main Block
Menara Takaful Malaysia
No. 4 Jalan Sultan Sulaiman
50000 Kuala Lumpur
Malaysia

We Listen. We Mediate. We Resolve.

+603 2272 2811 • www.ofs.org.my
**WHO WE ARE**

OFS is an alternative dispute resolution channel and the operator of the Financial Ombudsman Scheme (FOS) approved by Bank Negara Malaysia (BNM).

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**OUR MANDATE**

We offer fair, independent and accessible dispute resolution for consumers who are unable to resolve their complaints or disputes with financial service providers.

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**OUR MEMBERS**

- Banks, including Islamic Banks
- Insurance Companies and Takaful Operators
- Development Financial Institutions
- Payment Instrument Issuers
- Insurance and Takaful Brokers
- Financial Advisers (including Islamic Financial Advisers)

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**WHO CAN LODGE A DISPUTE**

Our eligible complainants consist of financial consumers who use financial products or services of our Members.

<table>
<thead>
<tr>
<th>Individual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small and Medium Enterprise</td>
</tr>
<tr>
<td>for personal or domestic purposes</td>
</tr>
<tr>
<td>in connection with small businesses</td>
</tr>
</tbody>
</table>

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**OUR JURISDICTION**

We accept disputes which are related to monetary losses that fall within the following limits:

<table>
<thead>
<tr>
<th>Type of Disputes</th>
<th>Maximum Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banking (including Islamic banking) products and services/insurance and takaful</td>
<td>RM250,000.00</td>
</tr>
<tr>
<td>Motor third party property damage insurance/takaful</td>
<td>RM10,000.00</td>
</tr>
<tr>
<td>Unauthorised transactions through the use of designated payment instruments or channels such as internet banking or mobile banking or automated teller machine (ATM), or unauthorised use of a cheque</td>
<td>RM25,000.00</td>
</tr>
</tbody>
</table>

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**FAQs**

- **Do I need to pay for OFS services?**
  No. Our service is provided free of charge to complainants.

- **Is there a timeframe for lodging a dispute with OFS?**
  Yes. You must lodge your dispute with OFS:
  - Within 6 months from the date of the final decision by the Member concerned; or
  - After 60 calendar days from the date of your dispute was first referred to the Member in respect of which no response has been received from that Member.

- **What are the documents required?**
  You need to provide us with the duly completed complaint form together with all relevant documents pertaining to the dispute. For more information on the documents checklist, please log in to our website at www.ofs.org.my.

- **How long does OFS take to resolve my dispute?**
  OFS will endeavour to resolve all dispute receive within 3 to 6 months from the date of receipt of full and complete documents from you and the Member concerned, depending on the complexity of the dispute.

- **Do I need to engage the service of a lawyer?**
  No. You do not need to engage the service of a lawyer for the dispute filed with OFS.

- **Will the document submitted by me to OFS be disclosed to a third party other than the Member?**
  No. All documents submitted to OFS will be treated strictly private and confidential.

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**What is an Ombudsman?**

*An Ombudsman is an independent person or a body to address and solve disputes fairly and speedily away from the courts or any other legal means.*

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