



OMBUDSMAN FOR FINANCIAL SERVICES  
OMBUDSMAN PERKHIDMATAN KEWANGAN

## **ANNOUNCEMENT**

### **MISUSE OF OMBUDSMAN FOR FINANCIAL SERVICES' NAME, CORPORATE LOGO AND COMPANY REGISTRATION NUMBER**

It has come to our knowledge that the Ombudsman for Financial Services' name, business registration number and corporate logo had been used by fraudsters to solicit payment from members of the public.

The services of the Ombudsman for Financial Services as a dispute resolution body relating to financial services or products provided by the Ombudsman for Financial Services' members are free of charge. As such, the Ombudsman for Financial Services does not issue invoices or any form of documents requesting payment of fees to be made by members of the public.

The Ombudsman for Financial Services has not appointed or authorized any person to solicit any payment from members of the public.

### **PROTECT YOURSELF BY TAKING THE FOLLOWING ACTIONS:**

- (1) **DO NOT RESPOND** to any calls, SMS or emails claiming to be from the Ombudsman for Financial Services that request you to make any payment.
- (2) **STAY ALERT** - the Ombudsman for Financial Services **WILL NEVER** call you to make payment for the services rendered.

- (3) **BEWARE OF COMPANIES OR INDIVIDUALS** that use letters or emails purportedly issued by the Ombudsman for Financial Services or its Senior Officers to solicit payment.

**WHEN IN DOUBT, PLEASE CALL OR REPORT TO:**

**Complaint Management Unit**

Tel : 03-2272 2811

Fax : 03-2272 1577

Email : [enquiry@ofs.org.my](mailto:enquiry@ofs.org.my)