

PENGURUSAN ADUAN & SALURAN REDRES

COMPLAINTS MANAGEMENT & REDRESS CHANNEL

MERCHANTRADE™

PERINGKAT 1 | STAGE 1

Memfailkan Aduan | Lodge a Complaint

Langkah
Step

1

Hantar Aduan
Submit Complaint

Sila hubungi Unit Aduan Merchantrade melalui borang maklum balas di laman web, telefon, e-mel, atau kaunter khidmat pelanggan.

Contact the Merchantrade Complaints Unit via the feedback form on the website, phone, email, or counter.



Langkah
Step

2

Terima Pengesahan
Receive Acknowledgment

Pengesahan bertulis dalam 1 hari bekerja.

Written acknowledgment within 1 working day.



Langkah
Step

3

Terima Maklum Balas
Receive Response

Kes mudah: sehingga 5 hari bekerja. Kes kompleks: sehingga 20 hari bekerja.

Simple cases: up to 5 working days. Complex cases: up to 20 working days.

Kami akan memaklumkan kepada anda jika kes anda memerlukan lebih masa dan akan sentiasa mengemas kini status aduan anda

We will inform you if your case requires more time and keep you informed on the status of your complaint

PERINGKAT 2 | STAGE 2

Redres: Pengguna Kewangan | Financial Consumers



Adakah anda tidak berpuas hati dengan keputusan akhir Merchantrade?

Dissatisfied with Merchantrade's final decision?

Langkah
Step

4

Tidak Bersetuju?
Disagree

BNMLINK



Imbas di sini untuk BNMLINK
Scan here for BNMLINK

atau
or

FMOS - Financial Markets Ombudsman Service



Imbas di sini untuk FMOS
Scan here for FMOS

Hubungi Kami :  Suite 1632, 16th Floor, Lobby 7, Block A, Damansara Intan, No. 1, Jalan SS20/27, 47400 Petaling Jaya, Selangor, Malaysia
Contact Us :  customer_service@mrtradeasia.com  +603 8313 8606 / +603 8318 8606