



BRUNEI DARUSSALAM CENTRAL BANK  
FINANCIAL CONSUMER COMPLAINTS FORM – 01

FCI-01

Ruj / Ref: FCI-01/ /

Tarikh / Date:

Nombor Tiket / Ticket No:

Sila isikan borang ini dengan lengkap. Tandakan (/) pada kotak yang berkenaan. Awda juga dikehendaki untuk menyertakan dokumen-dokumen yang tersenarai dan mengisikan maklumat yang diperlukan di Lampiran 1.

Please fill out the form completely. Tick (/) in the appropriate boxes. You are also required to submit the documents listed and provide the required information as per *Attachment 1*.

Maklumat Pemegang Akaun / Account Holder's Details			
Nama Penuh: Full Name:	Jantina: Gender:	Lelaki Male	Perempuan Female
Kerakyatan: Nationality:	Tarikh Lahir: Date of Birth:		
Sila isikan mana-mana yang berkenaan sahaja / Please fill in where applicable only			
Nombor Kad Pintar: Smart Card Number:	Warna: Colour:	Kuning Yellow	Ungu Purple
Nombor Paspot: Passport Number:	Tempat Dikeluarkan: Issuing Country:		
Bilangan Perkhidmatan Beruniform: Uniform Service Number:	Dikeluarkan: Issuing Authority:	ABDB RBAF	PPDB RBPF
Pekerjaan: Occupation:	Gaji Pokok: Basic Salary:	B\$	
Taraf Kelamin: Marital Status:	Jumlah Tanggungan (Jika ada): No. of dependents (If any):		
Butiran Perhubungan / Contact Details			
Nombor Telefon Rumah: Home Telephone Number:	Nombor Telefon Bimbit: Mobile Phone Number:		
Nombor Telefon Pejabat: Office Telephone Number:	Alamat E-mel: Email Address:		
Alamat Persuratan (berserta poskod) / Correspondence Address (including postcode):			
Maklumat Pengadu (hanya diisikan jika bukan pemegang akaun atau bagi pihak entiti perniagaan) / Complainant's Details (if not an account holder or on behalf of business entity)			
Nama Penuh: Full Name:	Untuk entiti perniagaan sahaja / For business entity only:		
	Keempunyaan Tunggal / Sole Proprietorship		
	Perkongsian / Partnership		
Hubungan (jika bagi pihak individu): Relationship (if on behalf of an individual):	Syarikat / Company		
	Nama Jawatan (jika bagi pihak perniagaan): Job Title (if on behalf of a business):		

Sila isikan mana-mana yang berkenaan sahaja / Please fill in where applicable only

Nombor Kad Pintar: Smart Card Number:	Warna: Colour:	Kuning Yellow	Ungu Purple	Hijau Green
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Nombor Pasport: Passport Number:	Tempat Dikeluarkan: Issuing Country:
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Bilangan Perkhidmatan Beruniform: Uniform Service Number:	Dikeluarkan: Issuing Authority:	ABDB RBAF	PPDB RBPF
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Pekerjaan: Occupation:	Gaji Pokok: Basic Salary:	B\$
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Taraf Kelamin: Marital Status:	Jumlah Tanggungan (Jika ada): No. of dependents (If any):	
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Butiran Perhubungan / Contact Details

Nombor Telefon Rumah: Home Telephone Number:	Nombor Telefon Bimbit: Mobile Phone Number:
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Nombor Telefon Pejabat: Office Telephone Number:	Alamat E-mel: Email Address:
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Alamat Persuratan (berserta poskod) / Correspondence Address (include postcode):
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Maklumat Aduan / Complaint Details

Nama Institusi Kewangan: Name of Financial Institution:	Cawangan Terlibat: Branch Concerned:
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Nama Pegawai/Staf/Ejen terlibat: Name of Officer/Staff/Agent Concerned:	No. Akaun: Account No.:
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Jenis Akaun: Account Type:	Akaun Perseorangan/Individual Account	Akaun Perniagaan/Business Account
	Akaun Semasa/Current Account	Akaun Simpanan/Savings Account
	Akaun Pelaburan/Investment Account	Akaun Simpanan Tetap/Fixed Deposit Account
	Sewa Beli/Hire Purchase	Kad Kredit/Debit/Credit/Debit Card
	Pembiayaan (Perumahan/Peribadi) Financing (Housing/Personal)	Lain-lain (sila nyatakan): Others (please specify):

Perkara Aduan/ Area of Complaint:	Pinjaman/Pembiayaan (Peribadi/Perumahan & Sewa Beli) Loans/Financing (Housing Personal & Hire Purchase)	Operasi Perbankan (termasuk berkaitan cek) Banking Operation (including cheque related)
	Insurans/Takaful/Insurance/Takaful: Jenis/Type:	Perbankan Internet Internet Banking
	Kad Kredit/Debit Credit/Debit Card	Mesin Simpanan Tunai Cash Deposit Machine (CDM)
	Instrumen Pembayaran/Kad ATM dan cek Payment Instruments/ATM card and cheque	Pengeluaran ATM ATM Withdrawals
		Produk Pelaburan (termasuk dana amanah, produk berstruktur, dll) Investment Product (including mutual funds, structured products, etc)

Sudahkah awda menerima surat maklumbalas mengenai keputusan daripada Institusi Kewangan? Jika ya, nyatakan nombor rujukan dan tarikh surat tersebut.

*Have you received the Financial Institution's Decision Letter? If yes, please state the reference and date of the letter.*

Ya/ Yes	Nombor Rujukan/Reference Number:	Tarikh/Date:
Tidak/ No		

Jumlah Pertikaian (jika berkenaan)/Disputed Amount (if relevant): B\$

**Butiran Aduan/ *Complaint Details***

Sila berikan penerangan jelas mengenai aduan awda/Please explain your complaint clearly.

Aduan saya adalah seperti berikut/My complaint is as follows:

Adakah awda telah merujuk aduan awda kepada organisasi/agensi yang lain atau adakah sebarang tindakan undang-undang telah dikenakan terhadap perkara ini?

Have you referred your complaint to any other organization/agency or has any legal proceeding been made against this matter?

Ya atau Tidak (Jika "Ya", sila berikan maklumat serta hasilnya)

*Yes or No (If "Yes", please provide the details and the outcome)*

Apakah hasil yang anda harapkan untuk dicapai daripada membuat aduan ini?  
What outcome are you hoping to achieve from lodging this complaint?

**Pengakuan dan Tandatangan / Declaration and Signature**

Saya mengaku bahawa segala maklumat yang diberikan di atas adalah benar dan saya faham bahawa jika ada keterangan dan salinan dokumen yang saya kemukakan tidak betul atau tidak benar, maka BDCB berhak menolak aduan ini. Saya bersetuju bagi pihak BDCB untuk mendedahkan nama saya serta maklumat yang diberikan, di dalam apa jua persuratan atau penyiasatan berhubung aduan saya, jika perlu, semasa merujuknya kepada fungsi/pihak berkuasa yang lain.  
I declare that all the particulars and information provided in this form are true to my best knowledge and belief, and I am fully aware that BDCB reserves the right to reject this complaint for any reason whatsoever or if any of the statement above are incorrect. I agree for BDCB to reveal my name and the information I have provided, in correspondences or investigations concerning my complaint, if necessary, when referring it to other functions/authority.

Tandatangan/Signature:

Tarikh/Date:



SENARAI SEMAK DOKUMEN-DOKUMEN YANG DITERIMA  
*CHECKLIST OF DOCUMENTS RECEIVED*

Dokumen-dokumen Wajib <i>Compulsory Documents</i>		Untuk Syarikat-Syarikat & Perkongsian sahaja <i>For Companies &amp; Partnerships only</i>	
Kad Pintar/Pasport/Kad Pengenalan Beruniform Smart Card/Passport/Uniform Identification Card		Sijil Penubuhan/Certificate of Incorporation	
		Surat Kuasa/Letter of Authority	
Dokumen-dokumen Sokongan / <i>Supporting Documents:</i>			
Isu-isu Perbankan <i>Banking Issues</i>		Takaful/Insurance Issues <i>Isu-isu Takaful/Insuran</i>	
Perjanjian Pinjaman/ Pembiayaan/ SuratTawaran/ Pinjaman Sewa Beli Loan/ Financing Agreement/ Offer Letter/ Hire Purchase Agreement		Polisi Insurans/Sijil Takaful Insurance Policy/Takaful Certificate	
Resit Transaksi (untuk kad kredit/debit, ATM, CDM) Transaction Receipt (for credit/debit card, ATM, CDM)		Laporan Polis/Police Report	
Buku Akaun (jika ada)/Account Book (if any)		Lain-lain (Sila nyatakan)/Others (Please state):	
Penyata Akaun/Account Statement			
Laporan Polis/Police Report			
Lain-lain (Sila nyatakan)/Others (Please state):			
Isu-isu Pelaburan/ <i>Investment Issues</i>			
Perjanjian Pelaburan/Investment Agreement			
Penyata Akaun Pelaburan/Investment Account			
Laporan Polis/Police Report			
Lain-lain (Sila nyatakan)/Others (Please state):			
Surat Maklumbalas daripada Institusi Kewangan <i>Financial Institution's Decision Letter</i>			

Sila berikan butir-butir maklumat bagi perkara-perkara berikut mengenai komunikasi terakhir bersama institusi kewangan berkenaan/ *Please provide the following details of your last communication with the respective financial institution:*

Nama Pegawai Name of Employee			
Jawatan Designation			
Cawangan Branch			
Tarikh & Anggaran Masa Date & Estimated time			
Cara Berkomunikasi Mode of Communication	Secara Peribadi In-Person	Melalui Telefon By Phone	Melalui E-mel By Email