



BURSA MALAYSIA BERHAD

Complaint Against Public Listed Company

This form is intended to facilitate the lodgement of complaints with the Bursa Malaysia Berhad (Bursa Malaysia), by investors against Public Listed Companies (PLCs) in Malaysia. Investors are encouraged, in the first instance, to amicably settle any differences directly with the PLC concerned.

1. How to lodge a complaint?

You can lodge a complaint by downloading and completing the Complaint Form and faxing or sending it to:

Customer Care Centre
Bursa Malaysia Berhad
Lower Ground Floor, Exchange Square
Bukit Kewangan
50200 Kuala Lumpur

2. What should be in the complaint?

Complainant should furnish information that enable proper evaluation of the complaint which includes the following:

- Name of the complainant, address, email and telephone number.
- The name, address, email, telephone number and website address (if any) of the party(ies) mentioned in the complaint.
- Specific details of how, why and when the subject matter of complaint occurred.

3. What happens after a complaint is filed?

Each complaint will be reviewed and evaluated for referral to the appropriate unit within Bursa Malaysia. Where a possible violation is detected, the matter will be referred to the Investigation Department. Investigation into a complaint would be made on a confidential basis to preserve the investigative process and would not be disclosed to the complainant.

4. What is the timeframe for resolution?

The investigation into your complaint may take anytime from a few days to several months, depending on the complexity of the case. Towards ensuring speedy resolutions, please ensure that all available documentation with regard to your complaint is enclosed with the standard complaint form.

Complainants are encouraged to call Customer Care Hotline at 03-2732 0067 should you have any queries in the interim.

COMPLAINT FORM

A. Particulars of Complainant

Name : _____
(As per NRIC/Passport/
Registration document)

Old NRIC No. :

New NRIC No. : - -

Race : _____

Nationality : _____

Registered Address : _____
(As per NRIC/Passport/
Registration document)

Correspondence Address : _____

Telephone No. (Home) : _____

Telephone No. (Office) : _____

Handphone No. : _____

Fax No. : _____

E-mail : _____

B. Nature of Complaint

(Cross (X) where applicable)

Against Stock/Futures
Broking Companies

Against Bursa Malaysia

Against Dealers/Remisiers

Against Share Registrars/Issuing House

Against Public Listed
Companies

Others, please specify

C. Action Taken

(Cross (X) where applicable)

Have you lodged a report or complaint to the police, other government agency or statutory/regulatory authority?

No

Yes, I have lodged a complaint/report with:

Police Date: _____ Report ref. no.: _____

Registrar of Companies Date: _____ Report ref. no.: _____

Stock/Futures Broking Company : (please indicate)
Company: _____ Date: _____ Report ref. no.: _____

Bursa Malaysia Date: _____ Report ref. no.: _____

Others: (please indicate)
_____ Date: _____ Report ref. no.: _____

D. Supporting Documents

(Cross (X) where applicable)

Do you have any documents or letters in support of your complaint?

No

Yes, I will forward them to Bursa Malaysia in due course

Yes, the following documents are attached with this complaint form:

i) _____ vi) _____

ii) _____ vii) _____

iii) _____ viii) _____

iv) _____ ix) _____

v) _____ x) _____

E. Particulars of Complaint

Complaint Against: _____

Details of Complaint: _____

Notes : i. Please attach supporting documents, if available.
ii. Please continue in other sheet if there is insufficient space.

Signature: _____

Date: _____

Please forward this form and any additional information to:

Customer Care Centre
Bursa Malaysia Berhad
Lower Ground Floor, Exchange Square
Bukit Kewangan
50200 Kuala Lumpur
Tel: 03-2732 0067 Fax: 03-2732 5258
E-mail: enquiries@bursamalaysia.com/
aduan@bursamalaysia.com

FOR OFFICE USE ONLY

Received by: _____

Date: _____