

COMPLAINT TO OMBUDSMAN

1. Name of Complainant :

2. Address & Contact Details:

3. Financial institution against whom the Complaint was made (Please specify Branch/Office/head Office to which the Complaint was made)

4. Please Annex a copy of the Complaint you made to the Financial Institution which will give a brief summary of the Complaint and the date etc.

5. Please briefly state what action/steps were taken by the Financial Institution to settle your Complaint. If no action/steps were taken, please so indicate.
 - (i) I/We certify that I/we have read the Rules/Terms and conditions of the Ombudsman Scheme and we abide by them.
 - (ii) I/We agree not to take any legal or any other steps against the Ombudsman and his staff in relation to this Complaint.
 - (iii) I/We hereby waive the right to secrecy about my/our account and authorize the Ombudsman to obtain and the financial institution to provide all information about my/our account.

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Signature of Complainant

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Date