

Takaful Ikhlas Complaints Unit is responsible to provide customers with efficient and satisfactory complaints services and to take corrective and preventive action to prevent future complaints of the same nature.

How to make a Complaint ?

Complaint Forms are available at our Customer Services Counter. The form is also available in our website.

We will acknowledge your complaint within 24 hours. For non complicated case, we will respond within 14 working days from date of receive complaint. For complicated issues that require further investigation, we will inform the complainant in writing on reasons for delay and the need for additional time to resolve the complaint. In total, a decision on the complaint will be conveyed to complainant not later than 30 days from the date the complaint was first lodged.

Where a decision cannot be made within the 30 days due to the need to obtain material information from a third party (i.e medical, forensic or police investigation reports), we will update on the progress of the case to the customer on a monthly basis.

You may choose to complete the form or send us a complaint letter together with your personal information, i.e. name, address, telephone no. policy no. and the nature of the complaint

How to make Suggestions or Requests ?

Likewise, you may also complete the "Customer Feedback Form" in our website or Customer Service Centre. You may also send us a letter with your personal information to our Complaint Unit.

Where to Send The Feedback/Complaint ?

Please send the Complaint /Feedback form or letter to the Takaful Ikhlas Complaint Unit at :
Takaful Ikhlas Sdn Bhd
IKHLAS Point, Tower 11A
Avenue 5, Bangsar South,
No. 8 Jalan Kerinchi
59200 Kuala Lumpur
(Attention: Complaint Unit & Customer Relationship Management Department, 3Ath Floor)

Complaint Monitoring Unit :
Vice President : Zanida Zakaria
Telephone No : (603) 2723 9696
Fax No : (603) 2711 8448
E-mail : complaints@takaful-ikhlas.com.my

Additional Complaint Appeal Avenues :

If you are not satisfied with the response or the decision of our Company, you may submit your complaint either to the Financial Mediation Bureau (FMB) within 6 months from the date of our Company's final decision or to the Corporate Communications Department, Bank Negara Malaysia (BNM).

The following are the contact details for FMB and BNM.

FMB :

Tingkat 25, Dataran Kewangan Darul Takaful, 4 Jalan Sultan Sulaiman, 50000 Kuala Lumpur
Telephone No : 03-2272 2811 Fax No : 03-2274 5752
E-mail: enquiry@fmb.org.my

BNM :

Corporate Communications Department, Bank Negara Malaysia,
Level 14B, P. O. Box 10922, 50929, Kuala Lumpur
Telephone No : 1-300-88-5465
Fax No : 03-2174 1515
E-mail: bnmtelelink@bnm.gov.my

Should you require further clarifications on the proper avenue to refer your complaint in regard to FMB or BNM, you may contact our Complaint Unit.