

BORANG ADUAN/COMPLAINT FORM

Bahagian I - MAKLUMAT PENGADU		
Section I - Complainant's Detail		
Nama <i>Name</i>	No. Tel <i>Tel. No.</i>	
No. MYKAD <i>I.C. No.</i>	Faks <i>Fax</i>	
No. Pendaftaran Perniagaan <i>Business Registration No.</i>	e-mel <i>e-mail</i>	
Alamat Surat Menyurat <i>Correspondence Address</i>		
Bahagian II - MAKLUMAT ADUAN		
Section II - Complaint Details		
No. Polisi <i>Policy No.</i>	Jumlah yang dituntut <i>Claim amount</i>	
Jumlah diinsurankan <i>Amount insured</i>	No. Rujukan <i>Reference no.</i>	
<i>Jenis Polisi Insurans / Takaful (Sila tandakan ✓)</i> <i>Type of Insurance Policy / Takaful (Please tick ✓)</i>		
Hayat / Keluarga <i>Life / Family</i>	<input type="checkbox"/>	Hayat Kumpulan <i>Group Life</i>
Liabiliti <i>Liability</i>	<input type="checkbox"/>	Perubatan & Kesihatan <i>Medical & Health</i>
Lain-lain, sila nyatakan <i>Others, please specify</i>		
<i>Jenis Aduan (Sila tandakan ✓)</i> <i>Type of Complaint (Please tick ✓)</i>		
Tuntutan <i>Claims</i>	Pengunderaitan <i>Underwriting</i>	Pemasaran & Penjualan <i>Marketing & Sale</i>
Kelewatan <i>Delay</i>	Tiada Pembaharuan <i>Non-renewal</i>	Perkhidmatan Ejen <i>Agent's service</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tidak berpuas hati dengan tawaran <i>Unsatisfactory offer</i>	Kelewatan mengeluarkan polisi <i>Delay in policy issuance</i>	Jualan yang salah <i>Mis-selling</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Penolakan tuntutan <i>Refusal of claim</i> <input type="checkbox"/>	Nilai serahan & bonus polisi <i>Surrender values & policy</i> <i>Bonuses</i> <input type="checkbox"/>	Nasihat yang tidak sesuai / Salah nyata <i>Inappropriate advise / misrepresentation</i> <input type="checkbox"/>
	Pembatalan polisi / pemulangan premium <i>Policy cancellation / premiums</i> <i>refunds</i> <input type="checkbox"/>	
	Lain-lain berkaitan pengunderaitan <i>Other underwriting matters</i> <input type="checkbox"/>	
Lain-lain, sila nyatakan <i>Others, please specify</i>		

