

SME Complaints Management and Advisory Unit, LINK & Regional Offices, Bank Negara Malaysia
SME Complaint/Appeal Form

(Please fill in and submit this form to Director, LINK & Regional Offices,
Bank Negara Malaysia, Jalan Dato' Onn, 50480 Kuala Lumpur, or fax to 03-2174 1515)

A. Background Information

1. **Name of SME:**
2. **No. of full-time employees:**3. **Annual sales turnover:** RM
4. **Business registration number:**
5. **Business address:**
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.....**Postcode:**.....
Telephone no.:**Facsimile no.:**.....
E-mail address:
6. **Ownership of business or percentage of equity held:**
Malays%; Chinese.....%; Indians.....%; Other M'sians.....%; Foreign.....%
7. **Principal business activities** (please describe it here briefly and tick in Annex 1):
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8. **Particulars of person submitting the complaint / proposal / appeal:**
 - (i) **Name:**
 - (ii) **New I/C no.:**
 - (iii) **Position in SME:**
 - (iv) **Office phone no.** (v) **Mobile phone no.**
 - (vi) **E-mail address:**
 - (vii) **If seeking BNM's assistance for the first time, reason for not coming to BNM earlier:**
 - a. Not aware of BNM's assistance programme
 - b. Had been trying to resolve the problems directly with my bank
 - c. Other reason. Please specify
 - (viii) **You first found out about us through:**
(E.g. BNM LINK, TELELINK, your banker, a friend, BNM's promotion booth, newspapers, the Internet, AKPK, SME Corp, trade association etc.)
9. **Particulars of Financial Institution (FI) involved and my business account:**
 - (i) **Name of FI:**
 - (ii) **Branch:**
 - (iii) **Type of account & account no.:**
(E.g. Overdraft, term loan, trade lines, bank guarantee, revolving credit etc.)
 - (iv) **If BNM's Special Fund, please specify:**
(E.g. FSMI 2, NEF 2, BEPF, 3F, SRGF 2, RFSB, SME Assistance Facility, SME Modernisation Facility, SME Assistance Guarantee Facility)
 - (v) **Total amount approved/applied for:** RM.....
 - (vi) **Total amount outstanding:** RM
 - (vii) **Status of legal action (if any):**

- (viii) **Your main contact person in FI:**
- (ix) **Did the FI give reason why it rejected your application / proposal / appeal?**
Yes / No. If yes, the reason was:

B. Main Cause of Your Company's Financial Problems

(E.g. Economic downturn, bad debtors, financial mismanagement, fraud, bank's fault etc.)

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C. If business still on-going, strategies to improve performance or mitigate risks

[illegible]

D. Your Complaint / Proposal / Appeal

[illegible]

E. Further justifications to support your Proposal / Appeal

[illegible]

F. Permission to forward this form to FI

I hereby give permission to BNM to forward this duly completed form to the FI concerned so that my problems can be looked into.

Signature:

Date: