

Redress

SUMITOMO MITSUI BANKING CORPORATION MALAYSIA BERHAD

Complaint Management Process for SMBCMY

• All complaints received regarding Sumitomo Mitsui Banking Corporation Malaysia Berhad ("SMBCMY") are managed by Compliance Department Complaint • All complaints regarding SMBCMY are acknowledged within 1 business day **Acknowledgement** • SMBCMY will investigate and liaise with the relevant parties to resolve the complaint • SMBCMY will provide an interim reply within 1 week from the date of complaint Investigation • All complaints regarding SMBCMY will be resolved within 14 days. However, for complex issues the customer will be notified in writing on the need for an extension of time. Resolution • SMBCMY will provide information on the relevant bodies to customers for the next course of action.