



UPDATED AS OF 28 AUGUST 2018

## A. BANKS

LIST OF COMPLAINT HANDLING OFFICERS WITHIN FINANCIAL INSTITUTIONS			
Name of Company	Name of Representative	Telephone	Email Address
Baiduri Bank Berhad	Dk Alya binti Pg Haji Md Salleh	2268349	dk.alya@baiduri.com
Bank Islam Brunei Darussalam Berhad	Ivy Wee Sheau Yng	2238181	customer.resolution@bibd.com.bn
Bank of China (Hong Kong) Limited	Lisa Yu	2459888 ext. 110	lisaytf@bochk.com
Malayan Banking Berhad	Charles Lim Tiong Thai	2225424	charleslim@maybank.com
	Edwin Lim Lee Long	2243494 ext. 10	edwinlimleelong@maybank.com
	Hanah Cheong Yee Ching	2242494 ext. 10	yeeching.c@maybank.com
Perbadanan Tabung Amanah Islam Brunei	Noraidah Muhammed	2266158	noraidah.mohd@taib.com.bn
RHB Bank Berhad	Shahrum Haji Idris	2222515 / 2222516	shahrum.idris@rhbggroup.com
	Felix Loh Koah Woon		felix.loh@rhbggroup.com
Standard Chartered Bank	Nurann Chang	2658000	clientcareunit.BN@sc.com
United Overseas Bank Limited	Ramizah Amir Hamzah	2225477 / 2220380 / 2222210 ext. 201	ramizah.hamzah@UOBgroup.com



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## B. TAKAFUL AND INSURANCE

### LIST OF COMPLAINT HANDLING OFFICERS WITHIN FINANCIAL INSTITUTIONS

Name of Company	Name of Representative	Telephone	Email Address
AIA Company Limited	Tutie Hairulniza bte Khairul Anuar	2239129	Tutie-H.kh-Annuar@aia.com
Audley Insurance Company Sdn Bhd	Abdul Rashid bin Haji Abdul Rahim	2383535	abdulrashid.rahim@audley.com.bn
Insurans Islam TAIB General Takaful Sdn Bhd	Norshahrul Azim bin Haji Abd Rahman	222 3222 ext. 242	-
Insurans Islam TAIB Family Takaful Sdn Bhd	Nur Amalina binti Sarpudin	222 3006 ext. 109	-
MBA Insurance Company Sdn Bhd	Lay W Kim Yew	2441535	mbabrunei@brunet.bn, law.k.y@mba-brunei.com
National Insurance Company Berhad	Ms Ching Lee ken	2233999, 2226222	leeken@national.com.bn
Standard Insurance Sdn Bhd	Eric Sim	2240401	eric@standardinsurancebrunei.com
Takaful Brunei Am Sdn Bhd	Md Nazmi bin Souyono	22398338 ext. 1710	nazmi.souyono@takafulbrunei.com.bn
Takaful Brunei Keluarga Sdn Bhd			
The Great Eastern Life Assurance Co. Ltd	-	2233118	wecare-bn@greateasternlife.com
Tokio Marine Insurance Singapore Ltd	Grace Wong Wei Chi	2236110	GraceWong@tokiomarine.com.sg
Tokio Marine Life Insurance Singapore Ltd	-	2423755	customervoice@tokiomarine-life.sg



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### C. PAWNBROKER

#### LIST OF COMPLAINT HANDLING OFFICERS WITHIN FINANCIAL INSTITUTIONS

Name of Company	Name of Representative	Telephone	Email Address
Bank Islam Brunei Darussalam Berhad (BIBD) via its Ar-Rahnu Financing	Hajah Noor Tamtini Haji Basir	2238692	-

### D. FINANCE COMPANY

#### LIST OF COMPLAINT HANDLING OFFICERS WITHIN FINANCIAL INSTITUTIONS

Name of Company	Name of Representative	Telephone	Email Address
BIBD At-Tamwil Berhad	Mohd Firdaus bin Hj Mokim	2453333	firdaus.mokim@at-tamwil.com



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## E. MONEY CHANGERS

### LIST OF COMPLAINT HANDLING OFFICERS WITHIN FINANCIAL INSTITUTIONS

Name of Company	Name of Representative	Telephone	Email Address
Aik Thye Money Changer	Lim Ying Tai	2220465	aikthyemoneychanger@gmail.com
A-Perdana Money Changer	Nazirah binti Abdul Hamid	3347287	aperdanaxe@gmail.com
Ben Kassim Licensed Money Changer	Hajah Hasimah binti Haji Kassim	2424670	hashimah.kassim@gmail.com
Brucash Money Changer	Pg Haji Amir Mahmood bin Pg Haji Yusof	3224191	mahmood.ayusof@gmail.com
Bumi Indah Money Changer	Nazariah binti Abdullah	2428062	bumi_8062@outlook.com
Cahaya Ramli Money Changer	Nur Aisyah binte Arsad	2221952	cahayaramli@gmail.com
Haji Ya'akub Bin Awang Zainal Money Changer	Rohaizan binti Kahar	2420203	hajiyaakubmncg@hotmail.com
Husne Money Changer	Norhaidah Haji Samat	2426144	husne_moneychanger@hotmail.com



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Isman Money Changer	Hajah Rosnah binti Haji Abdul Ghani	2231512	unahyz@gmail.com
Liyana Money Changer	Dk Wati Sukarti binti Pg Ahmad	2231743	liyana.mc@hotmail.com
Muara Money Changer	Pang Yuen Fatt	2392232	pang.yuenfatt@gmail.com
My Eazy Money Changer	Nurliyana Abdul Aziz	2332599	myeazymc@hotmail.com
P.J.P.M Money Changer	Armah bte Mohd Daud	2231405	pjpm1958@hotmail.com
Qaira Money Changer	Nur Syazwani bte Awg/Mohd Amir Alli	2338875 / 2335586	q.moneychanger@hotmail.com
Radisson Hotel Brunei Darussalam	Chow Meei Yuan	2244272	mchow@radisson.com
Seri Aslina dan Vashdev Money Changer	Mohamed Ishak	2232308	aslinabrunei@yahoo.com
Syarikat Hayati Money Changer	Mudzna Akbar Bakil	2223428	shmc27@hotmail.com
T.R.S Money Changer	Haji Tony bin Haji Roslee	2425995	trsmoneychanger@gmail.com



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<b>Name of Company</b>	<b>Name of Representative</b>	<b>Telephone</b>	<b>Email Address</b>
The Empire Hotel and Country Club	Norzanah Asri	2417632	<a href="mailto:norzanah.asri@theempirehotel.com">norzanah.asri@theempirehotel.com</a>
Zamada Money Changer	Abdul Malek bin Haji Duraman	2338876	<a href="mailto:zamada.mc@gmail.com">zamada.mc@gmail.com</a>



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## F. MONEY REMITTANCE

### LIST OF COMPLAINT HANDLING OFFICERS WITHIN FINANCIAL INSTITUTIONS

Name of Company	Name of Representative	Telephone	Email Address
Afima Express Remittance Services	Ak Khairul Amilin Pg Haji Mumin	2239401	afima@brunet.bn
Alrame Remittance Services	Ramilah binti Rais	2421129	alrameremittance@brunet.bn
Boza Remittance	Nor Amirah Aqilah binti Roslan	2220601	bozaremittance@yahoo.com
Cendana Remittance	Syerrina Syaffira Edora binte Haji Karim	2425968 / 2425996	cendanaremittance@gmail.com
Darul Trustee Remittance and Services	Risdiyanti binte Suyanto	2431051	darultrustee_ph@yahoo.com
Easternunion Remittance	Nur Liyana binte Abdullah	2443399	easternunion2443399@gmail.com
Estetika Remittance Services	Noraini binti Abdullah	2221962	estetikaremit@brunet.bn
Jernik Remittance	Rosmawati Haji Wahid	2447999	jernik_remittance@yahoo.com
K & H Remittance Services	Melita Pautin Bal-ot	4261437	khserVICetutong@gmail.com



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Kemuda Remittance Services	Mohammad Afif Zulqarnain bin Rosidi	2239354	kem_rem@yahoo.com
LBC Mabuhay Remittance Sdn Bhd	Myra Pila Mendoza	2244367	mpmendoza@lbcexpress.com
LR Remittance	Syazwani binte Haji Omar	2223355	lr_remittance@yahoo.com
Magnajaya Money Remittance	Ampuan Nur Khafizah binti Ampuan Kamarulzaman	2241369	dthai@gmail.com
Maji Remittance Services	Hartatik binti Ibrahim	3224560 / 3224561	maji.remit.services@gmail.com
Md. Jumin Remittance	Haji Muhammad Rusydi Syukri bin Haji Md Jumin	2336294	md.jumin@gmail.com
Remittance @ Seconds	Sri Anne Sarmila Masri	2240050	admin@remitseconds.com
Siammali Remittance	Mushaf Razeen bin Haji Mohd Zubair	2330577	mushaf.sr@gmail.com
Thanee Remittance	Dk Siti Hadizah Pg Haji Julaihi	2239137	thaneeremittance@hotmail.com
Wadi Shazana Remittance	Zamratularpha binte Haji Moklin	2223538 / 2223539	wadishazana@yahoo.com