



As of 04 September 2020

LIST OF COMPLAINT HANDLING OFFICERS WITHIN BANKS AND TRUST FUND

Financial Institution	Name of Representation	Telephone	Email Address
Baiduri Bank Berhad	Shannon Sikun	2268000 ext. 8439	shannon@baiduri.com
	Nureffarizan binti Rusli	2268000 ext. 8436	nureffarizan@baiduri.com
	Nur Fatini binti Rahman	2268000 ext. 8437	fatini.rahman@baiduri.com
	Md Izzaldin bin Md Osman	2268000 ext. 8435	izzaldin@baiduri.com
Bank Islam Brunei Darussalam Berhad	Haji Mohd Waliuddin bin Haji Abu Bakar	2238181	customer.resolution@bibd.com.bn
	Pg Abd Azim bin Pg Azahari		
Bank of China (Hong Kong) Limited	Zhang Xiao Sui	2459888 ext. 180	zhangxiaosui@bochk.com
	Ho Vun Hui	2459888 ext. 133	hovunhui@bochk.com
Malayan Banking Berhad (Maybank)	Diana binti Abdullah	2226463 ext. 28	dee.abdullah@maybank.com
	Edwin Lim Lee Long	2242494/5/6/7 ext. 41	edwinlimleelong@maybank.com
	Oon Siew Sien	2225424 ext. 33	siewsien.oon@maybank.com
Perbadanan Tabung Amanah Islam Brunei Berhad	Noraidah binti Muhammed	2266158	noraidah.mohd@taib.com.bn
RHB Bank Berhad	Phung Say Hoe	2222515/6	phung.say.hoe@rhbggroup.com
	Felix Loh Koah Woon		felix.loh@rhbggroup.com
Standard Chartered Bank	Nurann Chang	2658000	clientcareunit.bn@sc.com
United Overseas Bank (UOB) Limited	Hajah Hanidah binti Ibrahim	2220380/ 2222210 ext. 201	hanidah.ibrahim@uobgroup.com



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LIST OF COMPLAINT HANDLING OFFICERS WITHIN FINANCE COMPANIES

Financial Institution	Name of Representation	Telephone	Email Address
Baiduri Finance Berhad	Dk Alya binti Pg Haji Md Salleh	2268439	dk.alya@baiduri.com
BIBD AT-Tamwil Berhad	Mohd Firdaus bin Haji Mokim	2453333/ 8761320	firdaus.mokim@at-tamwil.com

LIST OF COMPLAINT HANDLING OFFICERS WITHIN PAWNBROKER

Financial Institution	Name of Representation	Telephone	Email Address
Bank Islam Brunei Darussalam via Ar-Rahnu Financing	Hajah Noor Tamtini binti Haji Basir	2238692	-



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LIST OF COMPLAINT HANDLING OFFICERS WITHIN TAKAFUL OPERATORS AND INSURANCE COMPANIES

Financial Institution	Name of Representation	Telephone	Email Address
AIA Singapore Private Limited	Tutie Hairulniza binti Khairul Anuar	2239112 ext. 601	tutie-h.kh-annuar@aia.com
Audley Insurance Company Sdn Bhd	Abdul Rashid bin Haji Abdul Rahim	2383535 ext. 4849	abdulrashid.rahim@audley.com.bn
Insurans Islam TAIB General Takaful Sdn Bhd	Roslinawati binti Haji Ibrahim	2223009	roslinawati.ibrahim@insuranstaib.com.bn
	Halidanhalidi bin Bundan	2223004 ext. 255	halidan.bundan@insuranstaib.com.bn
Insurans Islam TAIB Family Takaful Sdn Bhd	Nur Amalina binti Sarpudin	2223006 ext. 109	amalina.sarpudin@insuranstaib.com.bn
National Insurance Company Berhad	Ching Lee Ken	2233999/ 2226222	leeken@national.com.bn
Standard Insurance Sdn Bhd	Chin Jaywen	2240401/2	jay@standardinsurancebrunei.com
Takaful Brunei Am Sdn Bhd	Md Nazmi bin Souyono	2239338 ext. 1710	nazmi.souyono@takafulbrunei.com.bn
Takaful Brunei Keluarga Sdn Bhd			
The Great Eastern Life Assurance Co. Ltd	Jocelyn Wong Sze Ying	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	William Law Wai Lian	2423755	customervice@tokiomarine-life.sg



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LIST OF COMPLAINT HANDLING OFFICERS WITHIN MONEY CHANGERS

Financial Institution	Name of Representation	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
BruXchange Money Changer	Kong Ruihan @ Yeeru	2231313	yeeru@bruxchangemc.com
Cahaya Ramli Money Changer	Nur Aisyah binti Arsad	2221952	cahayaramli@gmail.com
Ezxchange Money Changer	Yap Biaw Nee	2345119	ezxchangemc@hotmail.com
Haji Ya'akub Bin Awang Zainal Money Changer	Rohaizan binti Kahar	2420203	hajiyaakubmncg@hotmail.com
Husne Money Changer	Norhaidah binti Haji Samat	2426144	husne_moneychanger@hotmail.com
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	Fakhrur Razi Haji Abdullah	2332599	myeazymc@hotmail.com
P.J.P.M Money Changer	Nurulaqidah binti Awg Abd Aziz	2231405	pjpm1958@hotmail.com
Qaira Money Changer	Nur Syazwani bte Awg/ Mohd Amir Alli	2338875/ 2335586	q.moneychanger@hotmail.com



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Seri Aslina dan Vashdev Money Changer	Mohamed Ishak	2232308	aslinabrunei@yahoo.com
Syarikat Hayati Money Changer	Mudzna Akbar Bakil	2223428	shmc27@hotmail.com
Syarikat Bumi Indah Money Changer	Nazariah binti Abdullah	2428062	bumi_8062@outlook.com
T.R.S Money Changer	Haji Tony bin Haji Roslee	2425995	trsmoneychanger@gmail.com
Zamada Money Changer	Abdul Malek bin Haji Duraman	2338876	zamada.mc@gmail.com
Radisson Hotel Brunei Darussalam	Chow Meei Yuan	2244272	mchow@radisson.com
The Empire Hotel and Country Club	Norzanah Asri	2417632	norzanah.asri@theempirehotel.com
Higher Hotel	Lim Ming Heng	3338888	info@higherhotelbrunei.com
Mulia Hotel	Tan Hui King	2335544	tan.huiking@muliahotelbrunei.com



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LIST OF COMPLAINT HANDLING OFFICERS WITHIN MONEY REMITTANCE

Financial Institution	Name of Representation	Telephone	Email Address
Afima Express Remittance Services	Ak Khairul Amilin bin Pg Hj Mumin	2239401	afima@brunet.bn
Alrame Remittance Services	Ramilah binti Rais	2421129	alrameservices@gmail.com
Boza Remittance	Nor Amirah Aqilah binti Roslan	2220601	bozaremittance@yahoo.com
Cendana Remittance	Syerrina Syaffira Edora binti Haji Karim	2425968/ 2425996	cendanaremittance@gmail.com
Darul Trustee Remittance and Services	Risdiyanti binte Suyanto	2431051	darul.aris@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 binti Hj Wahid	2447999	jernik_remittance@yahoo.com
K & H Remittance Services	Melita Pautin Bal-ot	4261437	khserVICestutong@gmail.com
Kemuda Remittance Services	Mohammad Afif Zulqarnain bin Rosidi	2239354	kemudabru@gmail.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	dthairemittance@gmail.com
Maji Remittance Services	Hartatik binti Ibrahim	3224560/ 3224561	maji.remit.services@gmail.com
Remittance @ Seconds	Sri Anne Sarmila Masri	2240050	admin@remitseconds.com



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Siammali Remittance	Mushaf Razeen bin Hj Mohd Zubair	2330577	mushaf.sr@gmail.com
Thanee Remittance	Siti Amal 'Izzati Bte Yahya	2239137	thaneeremittance@hotmail.com
Wadi Shazana Remittance	Zamratularpha binti Haji Moklin	2223538/ 2223539	wadishazanaremittance@gmail.com