



As of 21 December 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 Yun 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@rhbgroup.com
	Felix Loh Koah Woon		felix.loh@rhbgroup.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	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
BIBD AT-Tamwil Berhad	Asharul bin Norshari Kamaluddin	2453333	asharul.kamaluddin@at-tamwil.com
	Muhammad Azizulillah bin Haji Uthman	2453333	azizulillah.uthman@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**

<b>Financial Institution</b>	<b>Name of Representation</b>	<b>Telephone</b>	<b>Email Address</b>
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
	Halidhanhalidi 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**

<b>Financial Institution</b>	<b>Name of Representation</b>	<b>Telephone</b>	<b>Email Address</b>
Aik Thye Money Changer	Lim Ying Tai	2220465	aikthymoneychanger@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 binit 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**

<b>Financial Institution</b>	<b>Name of Representation</b>	<b>Telephone</b>	<b>Email Address</b>
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@gmail.com
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