

Complainant's Questionnaire

- To be completed by the Complainant for disputes involving allegations of mis-selling or misrepresentation of a financial product, insurance policy, or takaful product by a sales intermediary (such as an agent, financial adviser, or representative).
- Please answer all questions, as the information provided will assist us in reviewing and resolving your complaint.
- Kindly complete every section and provide as much relevant detail as possible to support your complaint.

1. When did you purchase the financial product, insurance policy, or takaful certificate? (dd/mm/yyyy)

2. Who sold or recommended the financial product, insurance policy, or takaful certificate to you?

- ☐ Insurance agent
- ☐ Bank staff/officer
- ☐ Others, please specify _____

3. How was the financial product, insurance policy, or takaful certificate sold or introduced to you?

- ☐ During a face-to-face meeting at _____
- ☐ During a telephone conversation
- ☐ Through online or digital communication
- ☐ Others, please specify _____

4. What is the current status of the financial product, insurance policy, or takaful certificate?

- ☐ The product/policy/certificate is still in force/active
- ☐ The product/policy/certificate has lapsed/sold
- ☐ The product/policy/certificate was canceled or surrendered on _____ (dd/mm/yyyy)

5. What was your reason for purchasing the financial product, insurance policy, or takaful certificate?

- ☐ for protection/insurance coverage
- ☐ to diversify my investments
- ☐ others (please specify) _____

6. Did the sales intermediary advise, recommend, or encourage you to purchase the financial product, insurance policy, or takaful certificate?

- ☐ Yes
- ☐ No

7. What information was provided to you by the sales intermediary before you agreed to purchase the product, policy, or certificate?

8. How were the product features, benefits, risks, charges, and terms and conditions explained to you

9. Did the sales intermediary use any sales illustration, brochure, leaflet, document, or other material to explain the product features to you? *If yes, please provide a copy of said material.*

- ☐ Yes
☐ No

10. Did you receive the product disclosure sheet/policy/certificate document after purchasing the product, policy, or certificate? If yes, please state when you received it: (dd/mm/yyyy)

- ☐ Yes
☐ No

11. After receiving the product disclosure sheet/policy/certificate document, did the agent contact you to explain or review the product disclosure sheet/policy/certificate, including its features, benefits, risks, charges, terms and conditions, and any action required from you?

12. **When and how did you become aware of the actual features, benefits, risks, charges, or terms of the product, policy, or certificate?** (dd/mm/yyyy)

13. **What action(s) did you take after becoming aware of the actual features, benefits, risks, charges, or terms of the product, policy, or certificate?**
Fill in multiple boxes if necessary.

- ☐ Contacted the insurance agent
- ☐ Contacted bank staff
- ☐ Contacted Financial Service Provider i.e. bank/insurance
- ☐ Others (please specify)

14. **Is there any other information that you would like to provide in support of your complaint?**
Please include as much detailed information as possible.

Your Declaration:

I hereby confirm that the information provided in this questionnaire is true, complete, and accurate to the best of my knowledge and belief.

Signature : _____

Name : _____

Date : _____

