

COMPLAINTS FORM

Completion of this form will allow us to assist you with your complaint

A. COMPLAINANT'S PARTICULAR						
Name						
Address						
Tel No						
E-mail						
B. ACCOUNT INFORMATION						
Name of Fund						
Account No	i)					
Name of Fund						
Account No	ii)					
C. PARTICULAR'S OF YOUR COMPLAINT						
Name of UTMC/ UTC						
Address						
Tel / Fax No						
E-mail						
D. Have you lodged a report of complaint to the police, other government agency or statutory/regulatory authority?						
	No					
	Yes, I have lodged complaint/ complaint report with					
	Police	Date		Report Ref. No		
	Federation Investment Manager's Malaysia (FIMM)	Date		Report Ref. No		
	Securities Commission Malaysia (SC)	Date		Report Ref. No		
	Others	Date		Report Ref. No		

**E. State your complaint here in as much detailed as possible. Describe the events that happened and the dates on which they occurred.
(please continue on a separate sheet if the space is insufficient)**

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F. Do you have any documents or letters in support of your complaint?

No	
Yes, I will forward them to Astute in due course	
Yes, the following documents are attached with this complaints form:	
i)	
ii)	
iii)	
Signature	
Date of complaint	

Note: If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you may file your complaint to the Federation of Investment Managers Malaysia (“FIMM”), Securities Industry Dispute Resolution Centre (“SIDREC”) or Securities Commission Malaysia (“SC”), for an independent external review:

Customer Service Contact complaint

Address:	Legal, Secretarial & Regulatory Affairs, Federation of Investment Managers Malaysia, 19-06-1, 6th Floor Wisma Tune, No. 19, Lorong Dungun, Damansara Heights, 50490 Kuala Lumpur.	Securities Industry Dispute Resolution Center (SIDREC) Unit A-9-1, Level 9, Tower A, Menara UOA Bangsar, No 5, Jalan Bangsar Utama 1, 59000 Kuala Lumpur.	Investor Affairs & Complaints Department, Securities Commission Malaysia No. 3, Persiaran Bukit Kiara, Bukit Kiara, 50490 Kuala Lumpur, Malaysia.
Email:	complaint@fimm.com.my	info@sidrec.com.my	aduan@seccom.com.my
Contact No.	03-2092 3800	03-2282 2280	03-6204 8999

For Astute’s use

Name of Officer receiving complaint :
Date of complaint received :