



ANNOUNCEMENT:

Update on Bank Negara Malaysia (BNM) Notification Regarding Financial Markets Ombudsman Service (FMOS)

Dear Valued Customer,

We would like to inform you that Bank Negara Malaysia (BNM) has recently issued a Notification on the Operationalisation of the **Financial Markets Ombudsman Service (FMOS)**, effective from **31 December 2024**.

The establishment of FMOS aims to enhance the framework for resolving financial disputes for financial consumers and investors.

Please find below a summary of the key changes:

- **Streamlined Monetary Limit:** The monetary limit for all eligible disputes related to financial products and services has been streamlined to RM250,000, ensuring that FMOS remains well-positioned and relevant in addressing the needs of financial consumers.
- **Standardised Case Management and Adjudication Fees:** A standardised case management fee of RM1,500 and an adjudication fee of RM5,000 will apply.

With these changes, we aim to enhance the accessibility and efficiency of dispute resolution for financial consumers, while making the process more transparent and predictable regarding the potential fees involved when using the FMOS service.

If you have any questions or require further assistance, please do not hesitate to contact our Customer Relationship Centre via WhatsApp at [012-6031978](tel:012-6031978) or email us at rhbi.general@rhbgroup.com.

Thank you for your understanding and cooperation.

Thank you.

Regards,

RHB Insurance Berhad (197801000983 (38000-U))
