



RHB Bank Berhad 196501000373 (6171-M)

RHB Islamic Bank Berhad 200501003283 (680329-V)

Consent Letter for Defective Motor Vehicle Claims – Tribunal for Consumer Claims Malaysia (TCCM)

To request a consent letter for defective motor vehicle claims, please follow the steps below:

Step 1: Prepare the Required Documents

- a) A copy of the completed Form 1 (Statement of Claim) from the Tribunal for Consumer Claims Malaysia (TCCM); **AND**
- b) A copy of your NRIC (front and back) or Passport; **AND**
- c) A copy of the Vehicle Ownership Certificate (VOC).

Step 2: Submit Your Application

Email all the required documents to: custserv.autofinop@rhbgroup.com (Auto Finance Customer Support)

We will respond within 14 calendar days from the date of receipt of complete information.

For any enquiries or assistance, please contact our representatives below:

No	Name	Designation	Email Address	Contact Details
1.	Mohd Faizar bin Abdul Mutalib	Business Development & Alliance, Auto Owners, Consumer Finance	faizar.mutalib@rhbgroup.com	019-324 1074
2.	Chew Leng Leng	Customer Support, Auto Finance Processing Circle	Auto Finance General Mailbox custserv.autofinop@rhbgroup.com	03-7495 4555

Thank you.