

## Complaints - No Action from Maybank - ATM Card Gang

Written by Administrator

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I am very disappointed with our largest bank - Maybank at their indifference and poor attitude in attending to my complaint. After 6 weeks; I still do not receive a good reply for my complaint as below :-

I would like to bring to your attention about the insufficient security at the MBB ATM area at your Wangsa Maju branch. On 27 Aug 2009, my ATM card was switched by a team of swindlers who exchanged my card while I was performing a transaction by distracting me with some money thrown on the floor.

I was informed that this was about the 6th time that this type of cases had happened; and yet I did not see sufficient pro-active actions taken by your management team to prevent recurrences. I lost RM4,700.00 during this 2 days, when my ATM card was with the swindlers. I attached the Police Report and a print-out of the bank statement showing the unauthorised transactions.

I want to know what immediate actions Maybank will take to bring these culprits to the law.

**NCCC Advice:** We have forward the complaint which lodged by the complainant to the Maybank personnel for their action on this issue.

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