

Complaint : RHB-Bad Customer Service

Written by Administrator

Monday, 14 September 2009 10:40 -

<p align="justify">24 April 2008</p><p align="justify">I had apply RHB personal loan (10k) on 04.04.08 through one office in RHB name Sakinah (019666****). I had put up all the efforts and documents needed just to ensure that my application will be process smoothly. However, since beginning this office (Sakinah) had troubled me by filling up the wrong form. Thus I need to go back to the branch just for the sake of signing on it. Which it has delayed my application for a few days. And from that day until now, this officer never inform me of any updates, whilst never answer my call to her personal phone.
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Today (22.04.04) after 3 weeks of application, where i had been promised that it will be processed. I get shocked when the other officer from RHB call center inform me that there is no information about my application. I had call the branch itself and getting same answer from Ms Chew that my application not be found anywhere.◆ And i had put my notes to Sakinah to contact me back but there is no answer until now. And I might not entitled for 2 months no payment promotion as it will end until 30.04.08 just because of this lazy officer. Finally, I just fill up my form personally and courier it to the RHB credit card center.</p><p align="justify">Complainant Details Withheld</p>