

Kingdom of Cambodia
Nation Religion King



Number:.....

Date.....

CONSUMER COMPLAINT FORM

If you have any problem or our service doesn't meet your expectations, please kindly contact us via:

- **For Complaint purpose** (Every working day from 8:00 to 17:00)
 - Tel: 086 999 682
 - E-mail: hing.layheang@familymfi.com
 - Visit the nearest **Family Microfinance Plc.** Branch/HQ
 - Fulfill the "[CONSUMERS' COMPLAINT](#)" form below.

Family Microfinance Plc. welcomes and is willing to solve your problem at all time.

1. Please fulfill the following information	
Name	
Address	
Tel	
E-mail	
2. Please select Product-Service or Subject which you are using:	
Credit	<input type="checkbox"/>
Staff	<input type="checkbox"/>
Other	<input type="checkbox"/>
3. Please provide the information of Product-Service or Subject which you are facing the problem:	

4. Please describe on the problem:

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Signature of Consumer

Name:.....

Remark:

- A complaint should be less than or equal 60 days after identifying the problem which has been occurred.
- A verbal complaint may take up to 2 working days to finalize. If the issue has not been resolved yet, please lodge in formal writing or via E-mail.
- A writing complaint may take up to 30 working days to finalize after the date of receiving the complaint sheet. In case the issue has not been resolved yet, we will notify you that require the same period of time to resolve.
- We will inform you in writing about the result of resolution.
- Your information is kept in confidentiality