



SECURITIES INDUSTRY DISPUTE RESOLUTION CENTER DISPUTE/ CLAIM FORM

NOTICE:

- This form must be fully completed. If you need any assistance, please contact us.
- The Securities Industry Dispute Resolution Center (SIDREC) will only act upon monetary claims/disputes involving capital market products or services offered by a Member of SIDREC.

A. Claimant(s) particulars			
	Your particulars	Claimant 1	Claimant 2 (for joint account only)
1.	Name:		
2.	NRIC / Passport No.: (Please attach a copy for our records)		
3.	Address:		
4.	Telephone No.	Home:	
		Office:	
		Mobile:	
5.	E-mail:		
6.	Occupation:		

B. Particulars of the Member Whom You are Complaining Against		
1.	Name & address of Member:	
2.	Name and position of person you wish to complain against (if applicable):	
3.	Telephone No.	Office:
		Handphone:
C. Details of the dispute		
1.	Describe the nature of the capital market product(s) or service(s) in relation to which the dispute arises including details of the event(s) or issues that are the subject matter of your complaint. <i>Note: In the event that the space is not sufficient, please attach a separate sheet of paper.</i>	

2.	Name and type of the capital market product(s) and/or service(s) involved:	
3.	Reference or account no.:	
4.	Date of purchase of the capital market product or rendering of the service/advice:	
5.	Amount claimed:	<input type="checkbox"/> MYR: <input type="checkbox"/> Other currency: <i>Note: In the event that the sum claimed by the Eligible Claimant is quoted in a foreign currency, SIDREC will convert the amount claimed in to Ringgit Malaysia. The applicable conversion rate shall be the last applicable "Middle Rate" from the Interbank Foreign Exchange Market as published on Bank Negara Malaysia's website as at the date of lodgment of the dispute with SIDREC.</i>
6.	Breakdown of amount claimed and basis of claim: <i>Note: Please furnish a detailed breakdown of the losses claimed.</i>	
D. Actions taken in respect of the dispute		
1.	Have you lodged a complaint with the Member concerned?	<input type="checkbox"/> Yes. The date: <input type="checkbox"/> No
<i>Note: SIDREC does not accept a claim which has not been first submitted to the Member concerned.</i>		

2.	Has the Member concerned responded to your complaint in writing?	<input type="checkbox"/> Yes. The date:	
		<input type="checkbox"/> No	
3.	Has the Member concerned offered any settlement/redress for your claim?	<input type="checkbox"/> Yes. The details:	
		<input type="checkbox"/> No	
4. Have you lodged your complaint with other regulatory authorities?			
<ul style="list-style-type: none"> ▪ <input type="checkbox"/> No ▪ <input type="checkbox"/> Yes, I have lodged a complaint / report with: 			
<input type="checkbox"/> Securities Commission Malaysia		Date:	Report ref. no.:
<input type="checkbox"/> Bank Negara Malaysia		Date:	Report ref. no.:
<input type="checkbox"/> Royal Malaysian Police		Date:	Report ref. no.:
<input type="checkbox"/> Ombudsman for Financial Services (formerly known as the Financial Mediation Bureau)		Date:	Report ref. no.:
<input type="checkbox"/> Others:		Date:	Report ref. no.:
E. Do you have any documents or letters in support of your complaint/claim?			
<input type="checkbox"/> No			
<input type="checkbox"/> Yes, I am attaching the following documents for SIDREC:			
i)			
ii)			
iii)			
iv)			
v)			

	vi)	
	vii)	
	viii)	
	ix)	

Please also forward us a copy of your identity verification document e.q. NRIC passport, etc.

CONFIDENTIAL

F. DECLARATION AND UNDERTAKING BY THE CLAIMANT(S):

1. I/We, hereby declare that, to the best of my/our knowledge:
 - i) My/our complaint is not the subject of court or arbitration proceedings; and
 - ii) My/our claim has not been decided in court or arbitration.
2. I/We confirm that I/we have received a copy of SIDREC's Terms of Reference and I/we confirm that I/we understand the rules stated therein that are binding on me/us.
3. I/We hereby agree and understand that all communications made in SIDREC's Dispute Resolution Process, either verbally or in writing, including correspondence, information disclosed, matters discussed, views expressed and the grounds for the decision reached by SIDREC, with the exception of the Award and the Settlement Agreement entered into by the parties for the purpose of enforcement of the Award or Settlement Agreement, are strictly confidential, and made on a strictly 'without prejudice' basis, save and except for disclosures permitted under the Capital Markets and Services (Dispute Resolution) Regulations 2010.
4. I/We agree that in the event I/we reduce my/our claim amount in order to satisfy SIDREC's monetary limit, I/we will not have any course of action to reclaim the remainder amount after successfully obtaining the initial claim.
5. I/We undertake to inform SIDREC, if, after this application has been made, I/we have lodged a claim with other bodies, and/or commenced legal proceedings, against the Member concerned and/or their agents.
6. I/We agree that the personal data I/we have voluntarily provided in this form is for the purpose of processing my/our application and the dispute resolution process set out in SIDREC's Terms of Reference. The information and personal data provided will be handled by or revealed only to the personnel/authorised representatives/agents of SIDREC or as may be required by any written law or by order of a court of law. I/We understand that the information may be used for research, evaluation and educational purposes, provided that SIDREC shall not use information in a manner which reveals, or is likely to reveal, directly or indirectly, my/our identity.
7. I/We agree that SIDREC may request for my/our personal data and other relevant information and materials from the Member concerned, for the purpose of processing my/our application and the dispute resolution process set out in SIDREC's Terms of Reference. For the avoidance of doubt, this constitutes my/our consent in respect of any disclosure of personal data and other relevant information and materials from the Member concerned.
8. The information and personal data obtained will be handled by or revealed only to the personnel/authorised representatives/agents of SIDREC or as may be required by any written law or by order of a court of law. I/We understand that the information may be used for research, evaluation and educational purposes, provided that SIDREC shall not use information in a manner which reveals, or is likely to reveal, directly or indirectly, my/our identity.

9. I/We am aware that I/we have the right to request access to and correction of my/our personal data submitted for this application. Formal requests should be submitted in writing to SIDREC.
10. I/we agree that I have read and understood the above terms, and agree to SIDREC processing my/our application and the dispute resolution process set out in SIDREC's Terms of Reference. I/we confirm that all information provided in this application form is true, complete and accurate.

Signature of :
Claimant 1

Signature of :
Claimant 2

Date of :
complaint

Please forward this form and any additional information to:

Securities Industry Dispute Resolution Center (SIDREC)
Level 25, Menara Takaful Malaysia,
No. 4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur

Tel: +60-3-22766969
Email: info@sidrec.com.my

FOR SIDREC USE

Received by: _____ Date of receipt: _____

Reviewed by: _____ Date of review: _____