Maldives Monetary Authority,
Boduthakurufaanu Magu,
Malé 20182,
Republic of Maldives.

بسم الله الرحمن الرحيم

Complaint Notification Form

ޝަކުވާ ހުށަހަޅާ ފޯމު

Complainant

ޝަކުވާ ހުށަހަޅާ ފަރާތް

Full Name/ ފުރިހަމަ ނަން ______________________________

Address އެޑްރެސް ______________________________

____

Island/ރަށް Atoll/އަތޮޅު

Nationality/ ޤައުމު __________ Phone/ ފޯނު __________ Mobile/ މޮބައިލް __________

Email އީމެއިލް __________ Fax/ ފެކްސް __________

Contact preference:

- ☐ Phone ފޯނު
- ☐ Mobile މޮބައިލް
- ☐ Email އީމެއިލް
- ☐ Fax ފެކްސް

Did you approach the financial institution before lodging this complaint?

- ☐ Yes އާއެކޭ
- ☐ No ނޫނެކޭ

Complain made against

ޝަކުވާ ދިމާލުވާ ފަރާތް

Name of Institution/ Person ______________________________

Address އެޑްރެސް ______________________________

____

Island/ރަށް Atoll/އަތޮޅު

Branch Location ބްރާންޗް __________ (If applicable)

Complaint

މައްސަލަ

Complaint type:

☐ ATM	☐ Corporate Loans	☐ Credit Cards	☐ Deposits/Withdrawals
☐ Settlement charges	☐ Facility rescheduling	☐ Personal loans/LGs/LCs	☐ Clearing
☐ Regulatory grievance	☐ Money Laundering	☐ Insurance	☐ Returned Cheque
☐ Black market operations	☐ Unfair practices	☐ Charges and fees	☐ Remittance

☐ Others __________ (Please specify)

Description of the Complaint:
ޝަކުވާގެ ތަފްސީލު

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____

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Signature
ސޮއި

Date
ތާރީޚް

LODGEMENT	ފޯމު ހުށަހަޅާނެ ގޮތް
In Writing: Maldives Monetary Authority	ލިޔުމުންނަމަ: މޯލްޑިވްސް މަނިޓަރީ އޮތޯރިޓީއަށް
By Fax: 3323862	ފެކްސްއިންނަމަ: 3323862
By E-mail: consumer@mma.gov.mv	އީ-މެއިލްއިންނަމަ: consumer@mma.gov.mv

For Official Use	އެމް.އެމް.އޭ ގެ ބޭނުމަށް

Date of receipt: ____________________

Remarks: ____

Notes	ނޯޓް

Filing Complaints

1- Complaints must be filed with this Authority together with all the documents supporting the complaint via this Form.

2- A complaint made 12 months after the date on which the complainant first became aware of the circumstances giving rise to the complaint unless the complainant can show reasonable grounds for the delay

ޝަކުވާ ހުށަހެޅުން

1- އެމް.އެމް.އޭ އަށް ޝަކުވާ ހުށަހަޅަންވާނީ ޝަކުވާއާއިގުޅޭ އިތުރު ލިޔެކިޔުންތަކާއެކު މި ފޯމުންނެވެ.

2- މައްސަލައެއް ހިނގާފައިވާތާ 12 މަސްދުވަސް ތެރޭގައި އެމައްސަލައިގެ ޝަކުވާ މިއޮތޯރިޓީއަށް ހުށަހަޅަންވާނެއެވެ. މުއްދަތަށްފަހު ފަހުން ހުށަހަޅާ ޝަކުވާ ބަލައިގަނެވޭނީ ޝަކުވާ ހުށަހެޅުން ލަސްވި ސަބަބަކީ މިއޮތޯރިޓީއަށް ޤަބޫލުކުރެވޭފަދަ ސަބަބެއް ކަމުގައި ވާނަމައެވެ.