

FMOS Anti-Bribery and Anti-Corruption Statement

At the Financial Markets Ombudsman Service (FMOS), integrity, impartiality and accountability are fundamental to everything we do. FMOS maintains a zero-tolerance approach towards all forms of bribery and corruption and is committed to conducting its affairs in an ethical, transparent and lawful manner.

FMOS strictly prohibits the offering, giving, soliciting, receiving or accepting of any form of bribe, gratification or improper advantage by its directors, employees and any parties acting on its behalf. We are committed to complying with all applicable anti-bribery and anti-corruption laws and regulations in Malaysia, including the Malaysian Anti-Corruption Commission Act 2009.

To uphold the highest standards of governance, FMOS implements controls relating to conflicts of interest, gifts and hospitality, dealings with third parties, procurement, recruitment and whistleblowing. We also provide ongoing awareness and training programmes to promote a culture of integrity and ethical conduct throughout the organisation.

FMOS encourages the reporting of any actual or suspected bribery, corruption or unethical conduct and is committed to ensuring that such concerns are treated seriously and investigated appropriately. Reports may be made through FMOS's Whistleblowing framework, which provides protection for whistleblowers acting in good faith.

Through these commitments, FMOS strives to maintain the trust and confidence of consumers, financial service providers, stakeholders and the public in the independent and fair discharge of its functions.

