

Contact us / Hubungi Kami / 联系我们

For Further enquiries, customer can contact / e-mail the following Help Desks (excluding Public Holiday):

Untuk pertanyaan lanjut, pelanggan boleh menghubungi Talian Bantuan yang berikut (kecuali Hari Cuti Umum):

进一步查询, 客户请联络以下的援助热线 (公共假期除外) :

Monday to Thursday : 8.45am to 5.45pm
Friday : 8.45am to 4.45pm

Contact Retail Loans/Financing/ Pinjaman/Pembiayaan Runcit / 零售贷款/融资

Regional Credit Control Centres (CCCs)/ All PBB/ PIBB 265 Branches	Hunting Lines	HP No	E-mail Address
Wilayah CCC	03 - 2176 7470	011-25263693 012-4981240	WCCC@PUBLICBANK.COM.MY
Selangor CCC	03 - 2176 7470	011-25263695 012-4981074 011-25263698 012-4981291	SCCC@PUBLICBANK.COM.MY
Klang CCC	03 - 3342 2467	017-2802318 017-3413224 011-72579659	KCCC@PUBLICBANK.COM.MY
Melaka CCC	06 - 288 1518	014-7342047 014-2267417 017-5980567	MCCC@PUBLICBANK.COM.MY
Seremban CCC	06 - 766 5555	016-2984916 016-2985605 016-2989741 017-7737510	SRBCCC@PUBLICBANK.COM.MY
Johor CCC	07 - 222 2949	011-26154480 011-23510249 011-24331252	JCCC@PUBLICBANK.COM.MY
Penang CCC	04 - 262 3376	012-4032384 011-24331251	PCCC@PUBLICBANK.COM.MY

Ipoh CCC	05 - 253 0000
Kota Kinabalu CCC	088 - 487 169
Kuching CCC	082 - 366 976
Sungai Petani CCC	04 - 455 8000
Sibu Regional Centre	084 - 333 888
PBB helpdesk	03-2176 6008
PIBB helpdesk	03-2176 6086
All 265 Branches	

016-228 4453
016-2284752
016-2284358
011-21804627
018-9708427
011-21824927
012-8530711
010-9659309
011-28690732
017-5222993
012-2065251
010-2320789

ICCC@PUBLICBANK.COM.MY

KKCCC@PUBLICBANK.COM.MY

KCGCCC@PUBLICBANK.COM.MY

SPICCC@PUBLICBANK.COM.MY

SRO@PUBLICBANK.COM.MY

COVID19RNR@PUBLICBANK.COM.MY

ISLAMICBKG@PUBLICISLAMICBANK.COM.MY

General Hunting Lines

HP Repayment Assistance Helpdesk Lines:

By Region where HP /AITAB HP-i were obtained

Kuala Lumpur, Selangor, Putrajaya

Perlis, Kedah, Pulau Pinang, Kelantan, Terengganu

Perak, Pahang

Johor, Melaka

Negeri Sembilan, Sabah, Sarawak & Labuan

Helpdesk Line

03-22646288

03-22646488

03-31676688

04-3146688

04-2697800

05-5400999

07-2083600

03-21767701

Alternatively, you may contact the following CAC TRA+ Support Line:

Credit Administration Centre (CAC)

CAC Kuala Lumpur

TRA+ Support Line

016-3544176

016-2137431

016-2073974

CAC City Centre (KL)

016-3794271

016-3280261

016-6190346

CAC Butterworth

016-6743267 & 016-3726204

CAC Pulau Pinang

013-4885385 & 016-3059106

CAC Johor Bahru

016-2672848 & 016-2579741

CAC Klang

016-2978516 & 016-2289715

CAC Ipoh

016-2608174

For Branches / HP Centres / HP Hubs in other states

016-2289584 & 016-2289586