

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

Housing Loan / Financing and Personal Loan/Financing Helpdesk Lines:

Regional Credit Control Centres (CCCs) / All PBB/ PIBB 265 Branches	Helpdesk Hunting Lines	H.P Number	E-mail Address
Wilayah CCC	03 - 2176 7470	011-25263693 012-4981240 011-25263695	WCCC@PUBLICBANK.COM.MY
Selangor CCC	03 - 2176 7470	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	SRBCCC@PUBLICBANK.COM.MY
Johor CCC	07 - 222 2949	017-7737510 011-26154480 011-23510249	JCCC@PUBLICBANK.COM.MY

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Regional Credit Control Centres (CCCs)/ All PBB/ PIBB 265 Branches	Helpdesk Hunting Lines	H.P Number	E-mail Address
Penang CCC	04 - 262 3376	011-24331252 012-4032384 011-24331251	PCCC@PUBLICBANK.COM.MY
Ipoh CCC	05 - 253 0000	016-228 4453 016-2284752 016-2284358	ICCC@PUBLICBANK.COM.MY
Kota Kinabalu CCC	088 - 487 169	011-21804627 018-9708427 011-21824927	KKCCC@PUBLICBANK.COM.MY
Kuching CCC	082 - 366 976	012-8530711 010-9659309	KCGCCC@PUBLICBANK.COM.MY
Sungai Petani CCC	04 - 455 8000	011-28690732 017-5222993 012-2065251	SPICCC@PUBLICBANK.COM.MY
Sibu Regional Centre	084 - 333 888	010-2320789	SRO@PUBLICBANK.COM.MY
PBB helpdesk		03-2176 6008 016-3099724 016-3099784	COVID19RNR@PUBLICBANK.COM.MY
PIBB helpdesk	03-2176 6086		ISLAMICBKG@PUBLICISLAMICBANK.COM.MY
All 265 Branches	General Hunting Lines		

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HP / AITAB HP-i Helpdesk / CAC Support Lines:

By Region where HP /AITAB HP-i were obtained	Helpdesk Line
Kuala Lumpur, Selangor, Putrajaya	03-22646288 03-22646488 03-31676688
Perlis, Kedah, Pulau Pinang, Kelantan, Terengganu	04-3146688 04-2697800
Perak, Pahang	05-2458568
Johor, Melaka	07-2083600
Negeri Sembilan, Sabah, Sarawak & Labuan	03-21767701

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Credit Administration Centre (CAC)	Support Line
CAC Kuala Lumpur	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

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Credit Card / Credit Card-i	Helpdesk Hunting Lines	E-mail Address
PB Card Services	03-2176 8000	pbcardcrcontrol@publicbank.com.my