

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	Helpdesk Hunting Lines	H.P Number	E-mail Address
Wilayah CCC	03-21767470	011-25263693 011-25263695 012-4981240	WCCC@PUBLICBANK.COM.MY
Selangor CCC	03-21767470	011-25263698 012-4981074 012-4981291	SCCC@PUBLICBANK.COM.MY
Klang CCC	03-33422467	011-72579659 017-2802318 017-3413224	KCCC@PUBLICBANK.COM.MY
Melaka CCC	06-2881518	014-7342047 014-2267417 017-5980567	MCCC@PUBLICBANK.COM.MY
Seremban CCC	06-7665555	016-2984916 016-2985605 016-2989741	SRBCCC@PUBLICBANK.COM.MY
Johor CCC	07-2222949	011-26154480 011-23510249 017-7737510	JCCC@PUBLICBANK.COM.MY
Penang CCC	04-2623376	011-24331252 011-24331251 012-4032384	PCCC@PUBLICBANK.COM.MY
Ipoh CCC	05-2530000	016-2284358 016-2284731 017-3382839	ICCC@PUBLICBANK.COM.MY
Kota Kinabalu CCC	088-487169	011-21804627 011-21824927 018-9708427	KKCCC@PUBLICBANK.COM.MY
Kuching CCC	082-366976	012-8530711 010-9659309	KCGCCC@PUBLICBANK.COM.MY
Sungai Petani CCC	04-4558000	017-5222993 012-2065251	SPICCC@PUBLICBANK.COM.MY
Sibu Regional Centre	084-333888	010-2320789	SRO@PUBLICBANK.COM.MY
PBB helpdesk	03-21766008 016-3099724 016-3099784		COVID19RNR@PUBLICBANK.COM.MY
PIBB helpdesk	03-21766086		ISLAMICBKG@PUBLICISLAMICBANK.COM.MY
All 265 Branches	General Hunting Lines		

HP Repayment Assistance Helpdesk 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	05-5400999
Johor, Melaka	07-2083600
Negeri Sembilan, Sabah, Sarawak & Labuan	03-21767701
Alternatively, you may contact the following CAC TRA+ Support Line:	
Credit Administration Centre (CAC)	TRA+ 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