

## Complaint and Declaration Form

This form is to be completed in its entirety and then emailed enquiries@hometeamns.sg if you have a feedback or complaint to be made.

Inquiry submitted by: \_\_\_\_\_  
(Your Full Name) (Date Submitted)

\_\_\_\_\_  
(Mailing Address)

\_\_\_\_\_  
(Mobile Phone) (Email Address)

Feedback/Complaint against:

\_\_\_\_\_  
(Name of Complainee)

Feedback/Complaint:

(Please provide a brief description of your concerns and attach any relevant correspondence)

Your feedback and/or complaint will be dealt with in a strictly confidential and professional manner. Our representatives will review your complaint and contact you with further details. In the event you require additional assistance, please contact HomeTeamNS via enquiries@hometeamns.sg and inform us that you have a complaint.

In order for HomeTeamNS to begin processing your complaint, you must agree to the following by signing your name in the space provided.

I understand and agree that HomeTeamNS must disclose the contents of my complaint to the Customer Experience Manager, the members of HomeTeamNS Complaint Evaluation Committee, directors, and appropriate officers.

I agree to keep this complaint confidential. I agree not to disclose all or any part of any record, document, file, evidence, the recommendation or any decision of the Complaint Evaluation Committee regarding this complaint. I agree to indemnify and hold HomeTeamNS harmless from any claim, damages or inaction that may result from my improper disclosure.

I declare that the facts stated or attached to this Complaint and Declaration Form are true and correct to the best of my knowledge and belief.

AGREED:

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Full Name (as in NRIC) and NRIC

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Signature and Date

If you are a Family and/or Social member, the principal Ordinary member tagged to your membership must endorse the feedback and complaint form

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Full Name (as in NRIC) and NRIC of Ordinary Member

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Signature and Date