



Complaints Handling Procedure

If you have a complaint on any of the services provided by the Bank, please contact us and we will respond to you on your complaint.

Our contact details for complaints and our customer complaints procedure is set out below.

Customer Complaints Resolution Procedure

1. Step 1

Any complaint made is recorded by the Complaints Officer (CO) of the relevant Department of the Bank.

2. Step 2

The said CO will acknowledge receipt of your complaint in case the complaint is not resolved within 3 working days.

3. Step 3

The CO will simultaneously commence investigating into your complaint and whilst doing so, communicate with you, if he/she requires further details, documentation etc. from you.

4. Step 4

The CO together with the relevant Head of the Department will write to you proposing a resolution to your complaint within 7 working days from the date of your complaint., unless the CO informs you that further time is required to investigate/resolve your complaint.

5. Step 5

If the resolution to your complaint is not sent within the timeline stated above, the CO will keep you updated of the progress of the complaint being investigated/resolved every 5 working days thereafter.

6. Step 6

If in the event you are not satisfied with the resolution of the complaint set out in the Letter of response, you may refer the complaint to the Chief Operating Officer of the Bank.

7. Step 7

The Chief Operating Officer will endeavor to respond to you within 5 working days from the date on which the complaint was referred to him/her.

8. Step 8

If you are not satisfied with the resolution provided by the Bank through the Chief Operating Officer, or with manner in which your complaint is handled at any point of time, under the Bank's Customer Complaints Resolution Policy, you may communicate your dissatisfaction to us so that we may advise you on other recourse generally available to you depending on the nature of your complaint and the circumstances relating thereto, such as for example, referring the complaint to the Financial Ombudsman, whose contact details are set out below or advising you to seek advice from your legal advisors.

The Financial Ombudsman

143A, Vajira Road, Colombo 5.

+ 94 -11 - 259 5624

+ 94 -11 - 259 5625,

fosril@sltnet.lk



Complaints Officers

Head of Risk Management Solutions

Dhakshitha Serasundera

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GEM– Fixed Income Currencies

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GTB - Cash Management Corporates

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Contact for Further Escalation of Complaints

Janath Ilangantileke

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