

Complaints and Grievances

State Bank of India, Sri Lanka Operations (SBISL) endeavors to place the customer at the heart of its business and is committed to ensure that customers are treated fairly. It is our policy that any dissatisfaction of the customer, highlighted to us, is handled effectively and efficiently.

We are committed to deliver our services to achieve utmost satisfaction of our customers. If you have any complaints or issues regarding our services, we encourage you to reach out to us. We will resolve your complaints or issues in a fair, transparent and timely manner.

Any complaint or grievance can be lodged through the following channels:

Visit a Branch/Department or write to us :

You can visit any of our Branches/Departments and speak to our staff at the branch/Branch Manager or the Head of the Department regarding your complaint.

- ❖ Fort Branch/Head Office : No. 16, Sir Baron Jayathilake Mawatha, Colombo 01.
- ❖ Foreign Currency Banking Unit : No. 16, Sir Baron Jayathilake Mawatha, Colombo 01.
- ❖ Colpetty Branch : Land Mark Building, No. 385, Galle Road, Colombo 03.
- ❖ Wellawatte Branch : No. 06, St. Lawrence Road, Wellawatte, Colombo 06.
- ❖ Kandy Branch : No. 15 & 15 1/1, Temple Street, Kandy.
- ❖ Trincomalee Branch : No 179, Main Street, Trincomalee.
- ❖ Jaffna Sub-Office : LIC Lanka Tower, No 34, Vaithillingam Duraisamy Road, Jaffna.

Phone

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| ❖ Fort Branch : +94 11 4446820 | ❖ Trincomalee Branch : +94 26 2050896 |
| ❖ Colpetty Branch : +94 114622336 | ❖ Jaffna Sub-Office : +94 21 2050710 |
| ❖ Wellawatte Branch : +94 11 4957415 | ❖ Credit Department : +94 11 4446855 |
| ❖ Kandy Branch : +94 81 4923923 | ❖ Trade Department : +94 11 4446854 |

Email

Send us an email to following emails with details of your complaint. Our team will acknowledge your email and work towards resolving your complaint.

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| ❖ Fort Branch | : fort.lk@statebank.com |
| ❖ Foreign Currency Banking Unit | : fcbu.lk@statebank.com |
| ❖ Colpetty Branch | : colpetty.lk@statebank.com |
| ❖ Wellawatte Branch | : wellawatte.lk@statebank.com |
| ❖ Kandy Branch | : kandy.lk@statebank.com |
| ❖ Trincomalee Branch | : trincomalee.lk@statebank.com |
| ❖ Jaffna Sub-Office | : jaffna.lk@statebank.com |

Or contact Assistant Vice President – Operations

(Via telephone during business hours i.e. 9.00 am to 4.00 pm and via sending an email 24/7)

Mr. Saurabh Singh
Assistant Vice President (Operations)
Tel : +94 11 4446856
Email : avpib.lk@statebank.com

Upon receiving your complaint the following steps will be followed on account of resolution of your complaint.

An email will be sent to you acknowledging the complaint along with a Complaint Reference Number and informing that the Bank will revert within 02 working days. In this email name and the contact number of official who is handling the complaint will be informed to you. The Bank will take all the efforts to resolve your complaint at our earliest. The final resolution will be provided within 21 calendar days (either by the Branch Manager or by Assistant Vice President - Operations). If the resolution cannot be provided within 21 calendar days the Bank will inform in writing you with the relevant reasons for non-resolution before expiry of 21 calendar day period.

Provision for reactivating the complaint

Upon receiving resolution there is a provision for reactivating the complaint. You can reactivate the complaint within 03 months from the date the resolution was provided.

However, if you are not entirely satisfied with our resolution to your complain, you may lodge your complain with below regulatory authorities.

Financial Consumer Relations Department (FCRD)

Postal Address

Financial Consumer Relations Department
Central Bank of Sri Lanka,
No. 30, Janadhipathi Mawatha,
Colombo 01.

Website : <https://www.cbsl.gov.lk/en/fcrd>

Hotline for Inquiries : 1935

Telephone : +94 112477966

Fax : +94 112477744

Email : fcrd@cbsl.lk

The Complaint should be submitted via e-mail, post or fax to FCRD by downloading the Complaint Submission Form from the web link given below.

https://www.cbsl.gov.lk/sites/default/files/fcrd_complaint_submission_form_e.pdf

The Financial Ombudsman of Sri Lanka

Postal Address

The Financial Ombudsman,
Office of the Financial Ombudsman - Sri Lanka
No. 143 A, Vajira Road,
Colombo 05.

Website : www.financialombudsman.lk

Telephone : +94 11 259 5624

Fax : +94 11 259 5625

Email : fosril@sltnet.lk

The Complaint should be submitted via e-mail, post or fax to Office of the Financial Ombudsman by downloading the Complaint Submission Form from the web link given below.

<http://www.financialombudsman.lk/forms/FORMB.pdf>