

## **CUSTOMER NOTICE**

### **COMPLAINTS AND GRIEVANCES**

Please be advised that if any customer has reason to complain with regard to services rendered by this office or has any dispute or grievance against this office, he/she may kindly contact either the Complaints Officer specially appointed for the purpose or the Branch Manager, who will take all efforts to resolve the issue.

If such resolution is not up to your expectation or if the issue raised by you is not settled within 4 weeks, the services of an independent Financial Ombudsman are available for you to take your complaint to. For further details please ask an officer in the office you deal with or contact the office of the Ombudsman direct. Contact details are as follows.

**Address:**

**The Financial Ombudsman, No. 143A, Vajira Road, Colombo 04.**

**Tel. Nos. 2595624, 2595625 (Fax)**

**Email: [fosril@sltnet.lk](mailto:fosril@sltnet.lk)**