

Complaints and Grievances

At Lanka Credit and Business Finance PLC, we strive to provide you with exceptional service at all times. However, we understand that there may be instances where you may have concerns or complaints about the delivery of services. Your feedback is invaluable and it will certainly help us improve the services provided by us.

If you have any complaints or issues regarding any aspect of our services, we encourage you to reach out to us. We are committed to resolving your concerns in a fair, transparent, and timely manner.

You can lodge a complaint or concerns through any of the following channels.

- **Visit a branch / department:**
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 or
- **Email :**
Send us an email to info@lcbfinance.lk or mangala@lcbfinance.lk with details of your complaint. Our customer service team will acknowledge your email and work towards resolving your complaint or
- **Phone :**
Customer Complaints Handling Officer

Mr. W.D. Mangala Hasitha Wewita,
Head of Compliance
Lanka Credit and Business Finance PLC
76, S de S Jayasinghe Mawatha
Kohuwala
(+94) 11 282 5404 / 05 / 06 (Ex-207)
(+94) 76 098 8086
- **Write :**
Write to us at;

Compliance Department
Lanka Credit and Business Finance PLC
76, S de S Jayasinghe Mawatha
Kohuwala
Sri Lanka

Once your complaint is received, we will acknowledge it and keep you updated on the progress of the investigation. Our aim is to resolve the complaint within three working days, to your satisfaction.

If you feel that your complaint has not been adequately addressed or if you are not satisfied with the resolution provided, you have the option to escalate your complaint to the below mentioned external dispute resolution schemes;

- You can direct your complaint to the Financial Consumer Relations Department (FCRD) of the Central Bank of Sri Lanka via email, post or fax using the specified format available in their website. Complaint reporting format can be accessed via https://www.cbsl.gov.lk/sites/default/files/fcrd_complaint_submission_form_e.pdf

The Director
Financial Consumer Relations Department (FCRD)
Central Bank of Sri Lanka (CBSL) 30,
Janadhipathi Mawatha,
Colombo 01.

Tel : +94 11 247 7966
Hotline for Inquiries: 1935
Fax : +94 11 247 7744
Email : fcrd@cbsl.lk
Web : www.cbsl.gov.lk/en/fcrd

- You can seek the services of an independent Financial Ombudsman with regard to your complaint. You can contact the office of the Financial Ombudsman directly and the contact details are as follows. Complaint reporting format can be accessed via www.financialombudsman.lk/forms/FORMB.pdf

The Financial Ombudsman,
Office of the Financial Ombudsman - Sri Lanka
143 A, Vajira Road,
Colombo 05
Sri Lanka.

Tel : +94 11 259 5624
Fax : +94 11 259 5625
Email : fosril@sltnet.lk
Web : www.financialombudsman.lk

Thank you for choosing LCB Finance PLC. We value your feedback and are committed to providing you with the best possible banking experience.