

Complaints and Grievances

If you have any grievance or dispute with regard to our services, please contact

Mr. Kapila Fernando
Department Head – Compliance
MCB Bank Ltd
08, Leyden Bastian Road
Colombo 01.
Tel : +94 115 222230
E-mail : compliance.queries@mcb.com.lk

If such resolution is not up to your expectation or if not settled within 4 weeks, you may obtain the services of Financial Ombudsman through below contact details :

The Financial Ombudsman
143 A, Vajira Road
Colombo 05.
Tel: +94 112 595624
Fax: +94 112 595625
Email: fosril@slt.net.lk