

Complaints Procedure – Consumer Leaflet

Our commitment to you

At MCB each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times. We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

MCB Sri Lanka Complaints Procedure

- We will acknowledge your complaint within 5 working days of receipt of your complaint



- We will investigate your complaint and endeavor to send a response to you within 15 calendar days of receipt of your complaint. If we are unable to provide you with a final response within 21 Calendar days, the reason for the delay will be communicated to you in writing.



- If more than 30 Calendar days from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received you can write to:

Address:

Financial Ombudsman, Sri Lanka
No.01, Bethesda Place,
Milagiriya Colombo 05

Contact:

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

- **Note:** Your complaint to the Ombudsman must be made within twelve months/one year after the cause of action or ground for the complaint had arisen. One year will be counted from the date of your first complaint to the bank.