

## 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](mailto: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 595624/5**

**E-mail : [fosril@slt.net.lk](mailto:fosril@slt.net.lk)**

**[www.financialombudsman.lk](http://www.financialombudsman.lk)**

*You cannot complain direct to the Ombudsman unless you have (a) already made a written complaint to the financial institution concerned and (b) that financial institution has not within a period of Four (4) Weeks resolved your complaint or replied to you about it to your satisfaction. Your complaint to the financial institution or to the Ombudsman must be made within twelve months/one year after the cause of action or ground for the complaint had arisen.*

## Credit Related Advise

**Upadeshana Credit Counseling Centre**

**57, Sri Jayewardenepura Mawatha**

**Rajagiriya.**

**Tel : +94 112 887006/7**

**Fax : +94 114 627154**

**Email: [upadeshana@gmail.com](mailto:upadeshana@gmail.com)**