

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. 143 A, Vajira Road,
Colombo 5.

Contact:

Tel: +94 11 259 5624
Fax: +94 11 259 5625
Email : fosril@slt.net.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.