

DO YOU KNOW?

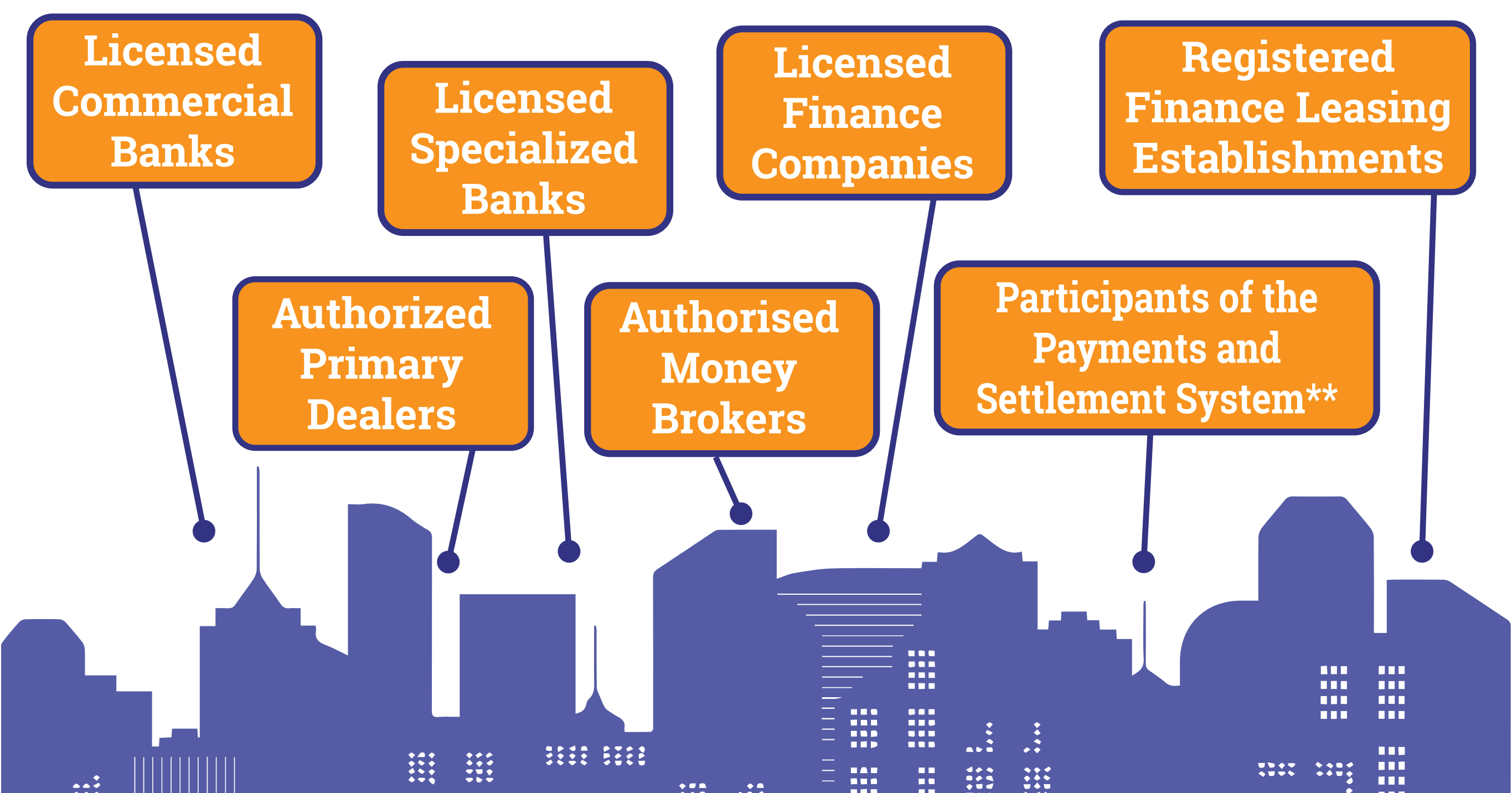
Financial Institutions regulated by the Central Bank of Sri Lanka (CBSL) must recognize and protect the rights of customers (financial consumers) and facilitate them to engage in financial transactions in a fair, transparent and equitable manner under the existing financial customer protection framework.

BASIC RIGHTS OF FINANCIAL CONSUMERS



- To receive complete, clear, concise, accurate and not misleading information about any transaction in a preferred language.*
- To receive information on a transaction at any stage of the transaction - pre or post contractual stage, upon request at any time.
- To make a complaint and receive a satisfactory response within a reasonable time period.
- To be treated equitably and fairly inside every financial institution, specially financial consumers who are elderly, disabled or with low financial literacy to receive special attention and fair access to financial services.

Financial Institutions that are subject to financial customer protection framework of CBSL



When you have an issue with the above financial institutions relating to a transaction,

first you should submit your complaint to the relevant financial institution, seeking a solution.

In the event you do not get satisfactory response from the financial institution within a reasonable time,

you may escalate your complaint in writing to the Financial Consumer Relations Department (FCRD) of CBSL for further deliberation.



* The information can be obtained in Sinhala, Tamil or English language.

** Other Participants of the Payments and Settlement System include Issuers of payment cards, Financial acquirers of payment cards, Operators of customer account based mobile payment systems and Operators of mobile phone based e-money systems.

The Complaint Submission Form of FCRD of CBSL can be downloaded from the web link or QR code as given below.



www.cbsl.gov.lk/fcrd



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(Hotline)



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இலங்கை மத்திய வங்கி
CENTRAL BANK OF SRI LANKA

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