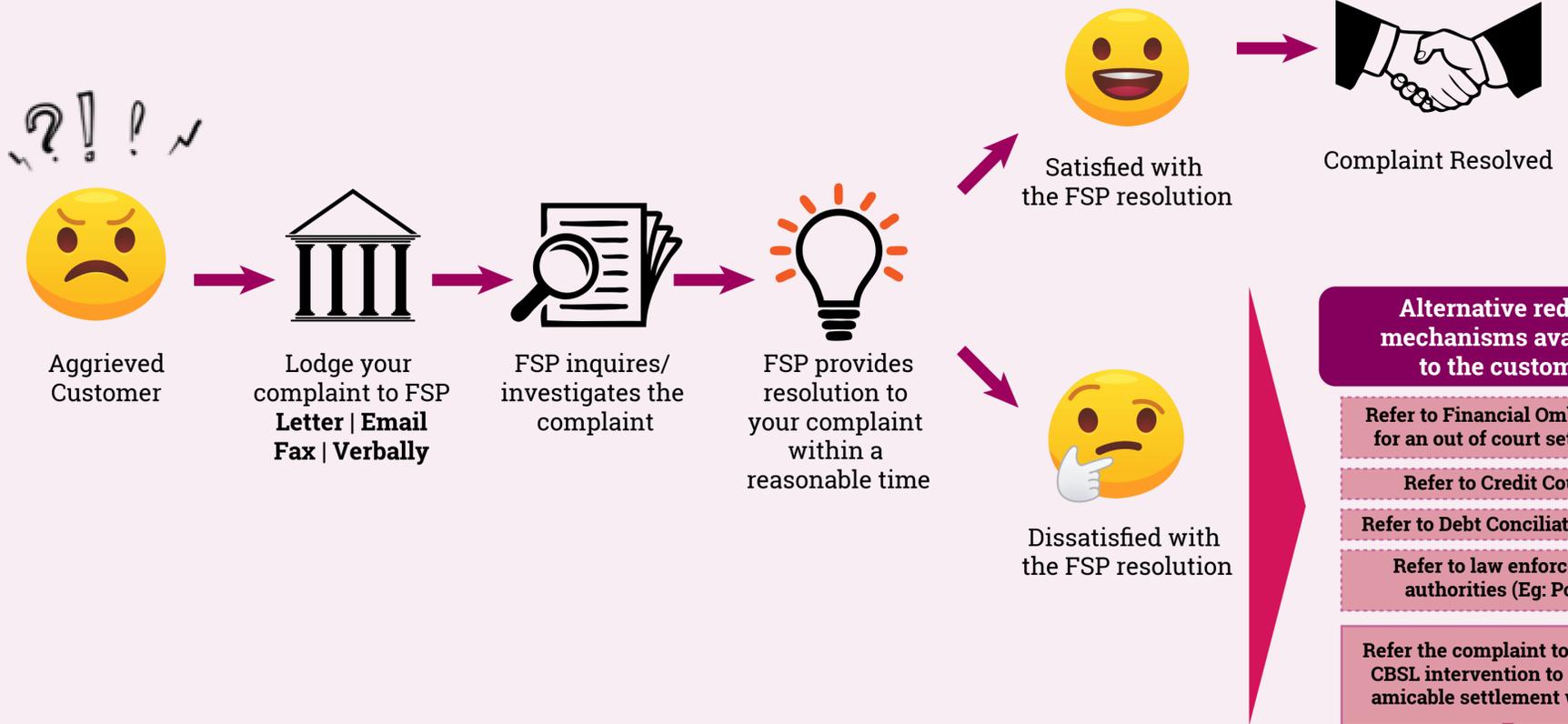


# 2 Stage Complaint Resolution Process for Financial Consumers under CBSL Financial Consumer Protection Framework

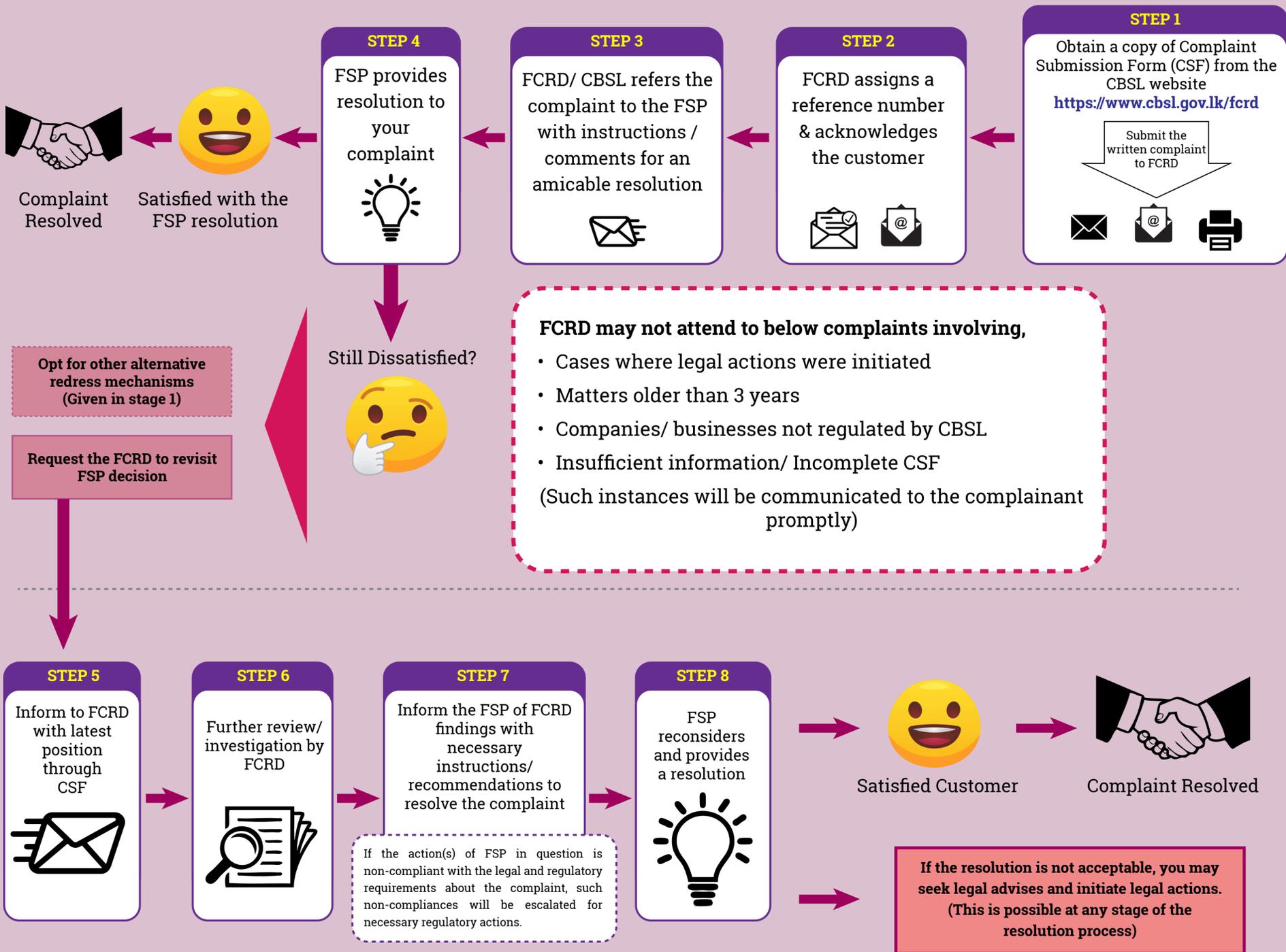
## Stage 1

Lodge your complaint with the Financial Service Provider\* (FSP)  
(Easiest way to reach an early settlement)



## Stage 2

Refer the complaint to FCRD for CBSL intervention to reach an amicable settlement with FSP



\*List of FSPs under CBSL Purview - <https://www.cbsl.gov.lk/en/authorized-financial-institutions>



ශ්‍රී ලංකා මහ බැංකුව  
இலங்கை மத்திய வங்கி  
CENTRAL BANK OF SRI LANKA

For any inquiries/ clarifications on your complaint  
Financial Consumer Relations Department

Hotline 1935/ 0112-477966 | [fcrd@cbsl.lk](mailto:fcrd@cbsl.lk) | 0112477744 | [www.cbsl.gov.lk/fcrd](http://www.cbsl.gov.lk/fcrd)