

PRESS RELEASE

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CENTRAL BANK OF SRI LANKA

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Financial Consumer Relations Department

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Streamlining Complaint Handling Procedure and Introducing a Hotline for Inquiries from the Central Bank of Sri Lanka

The Financial Consumer Relations Department (FCRD) established under the provisions of Section 33 of the Monetary Law Act No. 58 of 1949, as amended, continues to serve as the single point of contact to handle complaints against financial service providers (FSPs) regulated by the Central Bank of Sri Lanka (CBSL).

FCRD introduced a **complaint submission form** for financial consumers who wish to submit a complaint against a FSP regulated by CBSL. This will streamline the complaint handling process in an efficient manner and financial consumers are encouraged to submit a clear and concise complaint with accurate information using the complaint submission form. The softcopy of the complaint submission form is available for downloading on CBSL website (https://www.cbsl.gov.lk/sites/default/files/fcrd_complaint_submission_form_e.pdf).

A web form to submit complaints online to FCRD will be introduced in the near future.

In addition, CBSL receives enormous number of inquiries on a daily basis from the general public on financial matters. Therefore, CBSL has made arrangements to introduce a telephone **hotline – 1935**, which is now available to facilitate inquiries from the general public in three languages. This service will be available during working hours of CBSL and it will not be toll free for the caller.

An important objective of FCRD is to introduce a suitable mechanism to safeguard the interests of the users of financial services thereby safeguarding the stability and integrity of the financial system in Sri Lanka.

The general public may use the following means of contact for inquiries and to send complaints against FSPs regulated by CBSL.

HOTLINE : 1935 (Inquiries only)
TELEPHONE : 94 11 247 7966 (Inquiries only)
FAX : 94 11 247 7744
EMAIL ADDRESS : fcrd@cbsl.lk
POSTAL ADDRESS : Financial Consumer Relations Department
No. 30, Janadhipathi Mawatha, Colombo 01

WEB LINK FOR COMPLAINT SUBMISSION FORM : https://www.cbsl.gov.lk/sites/default/files/fcrd_complaint_submission_form_e.pdf

QR CODE TO DOWNLOAD COMPLAINT SUBMISSION FORM

