

**Complaint Resolution Process for Financial Consumers under  
CBSL Financial Consumer Protection Framework  
Lodge your complaint with the Pradeshiya Sanwardhana Bank (RDB)  
(Easiest way to reach an early settlement)**



|                    |   |  |                            |  |   |                    |
|--------------------|---|--|----------------------------|--|---|--------------------|
| Aggrieved Customer | Lodge your complaint to RDB<br>Letter Email Fax<br>Verbally *** | RDB provides response/ resolution to your complaint within a reasonable time<br>(Within 21 days) | Acknowledge within 05 days | RDB inquires/ investigates the Complaint | Satisfied with the RDB response/ resolution | Complaint Resolved |
|--------------------|---|--|----------------------------|--|---|--------------------|

\*\*\* You may Contact the Public Relation Officer at the H/O - 0112 035495 or Branch Manager ( Financial Details ,Other relevant details & All branch contact numbers are available in the [www.rdb.lk](http://www.rdb.lk) or forward the email via [info@rdb.lk](mailto:info@rdb.lk)

Address Of the Bank Head Office : No 933 , Kandy Road , Wedamulla ,Kelaniya.

**If Dissatisfied with the RDB Resolution**

Redress Alternative Available Mechanisms to the customer

01. Refer to Financial Ombudsman for an out of court settlement -T/P 0112 595624 Address :No 143A ,Wajira Road ,Colombo 05.
02. Refer to Credit Council -T/P 0112 887006 Address : No 58 , Sri Jayawardhanapura Mawatha , Rajagiriya .
03. Refer to mediation Board
04. Refer to law enforcement authorities
05. Refer the complaint to FCRD for CBSL intervention to reach an amicable settlement with RDB