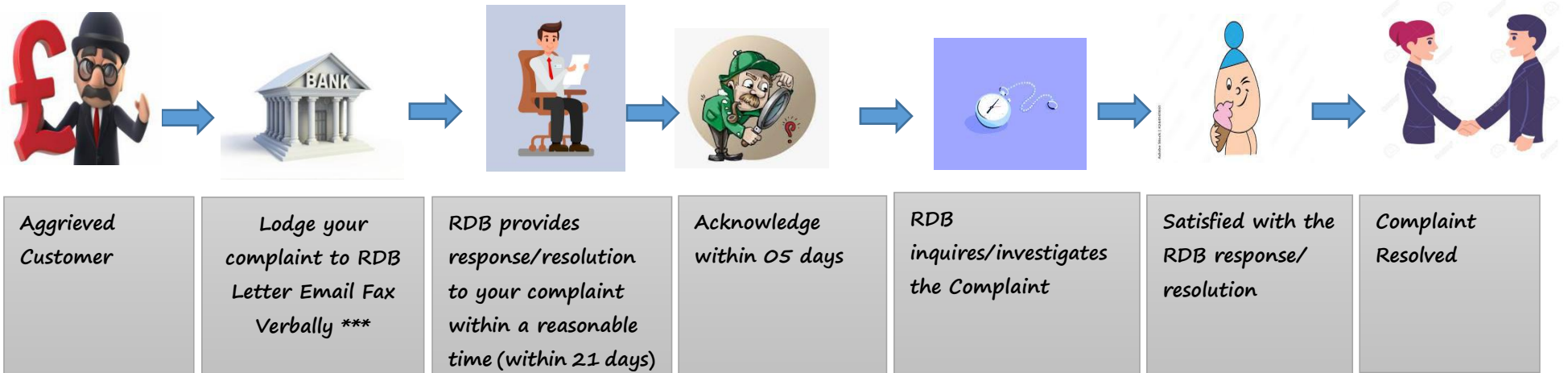


**Complaint Resolution Process for Financial Consumers under
CBSL Financial Consumer Protection Framework
Lodge your complaint with the Pradeshiya Sanwardhana Bank (RDB)
(Easiest way to reach an early settlement)**



*** 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) or forward the email via 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 0112595624 Address : No.01, Bethesda Place, Milagiriya, Colombo 05.
02. Refer to Credit Council- T/P 0112887006 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