

Customer Complaint Handling Process
Sampath Bank PLC
(Statutory Requirement Under CBSL Regulations No.01 of 2023)

As a premier Financial services provider, Sampath Bank continuously strives to better its services and products portfolio. To that end, if you are not satisfied in anyway, please give us your comments and feedback regarding the issue and the reason why. We will ensure the matter is promptly addressed, so that you can continue to enjoy our services without further inconvenience.

Your comments and suggestions help us improve.

In order to address the matter in full, please provide the information below:

1. Name.....
2. Address.....
3. NIC.....
4. Account Number.....
5. Contact Details
 Telephone No.....
 Email
6. Your Complaint /Suggestion.....

(If the allocated space is not sufficient, you may attach extra pages.)

To contact us:

Personally

Visit the nearest Sampath Bank branch and speak to the Branch Manager or drop your complaint/suggestion in to the box placed at the branch premises.

If you have an allocated Personal Relationship Manager, please meet him/her. If not, please make your query as follows:

By Phone:

Customer Care Centre

- * 1332 - Short Code
- * +94112303050 - Hotline (available 24/7, 365 days of the year)
- * +94773233333 - Head of Customer Care Centre

* +94112300604

* +94760334231

(Your calls will be recorded to provide a better service).

By Web:

You can login to our official website

<https://www.sampath.lk/contact-us/complaint-handling>

By Email:

By e-mailing to the following official email address, you can escalate complaints:

custrelations@sampath.lk

or send a **Sampath Vishwa Message to the Branch Manager where your account is domiciled.**

By Post:

Head of Customer Care Centre
Sampath Bank PLC
No.02, Dehiwala Road,
Pepiliyana,
Sri Lanka.

If you need to send us confidential information or important documents, please do so via registered post.

We will acknowledge and attend to your complaint within **05 calendar days**, upon the receipt of the complaint or suggestion.

We will do our best to resolve your complaint up to your satisfaction within **21 calendar days**.

If the matter takes more than 21 calendar days, we will:

- Provide you with the contact name and the contact number of the official handling your complaint.
- Provide you with an interim update of our progress. Once all aspects of the matter are carefully analysed, we will provide you with our final response **within three (03) months**.

If you are dissatisfied with our final response, please inform us accordingly.

In the event the issue is not resolved:

If you feel that your issue has not been dealt with up to your satisfaction, you may inform to the Financial Ombudsman of Sri Lanka or the Director of Financial Consumer Relations Department (**FCRD**), Central Bank of Sri Lanka (**CBSL**).

As a point of formality, the Financial Ombudsman or Financial Consumer Relations Department (**FCRD**) will only get involved, after the issue has been presented to the bank. Therefore, kindly ensure to first report the issue to us.

How to contact The Financial Ombudsman or the Director, Financial Consumer Relations Department, Central Bank of Sri Lanka.

By Post – The Financial Ombudsman
Office of the Financial Ombudsman,
143 A, Vajira Road, Colombo 05.

By phone - +94112-595624/5

By Email – fosril@sltnet.lk

Website – www.financialombudsman.lk

Financial Consumer Relations Department – Central Bank of Sri Lanka

By Post - The Director,

Financial Consumer Relations Department,
Central Bank of Sri Lanka
30, Janadhipathi Mawatha,
Colombo 01.

Web Site - www.cbsl.gov.lk/en/fcrd

Complaint Submission Form:

https://www.cbsl.gov.lk/sites/default/files/fcrd_complaint_submission_form_e.pdf

By Email- fcrd@cbsl.lk

By Fax - +94 11 247 7744

By Phone - +94 11 247 7966 - **Hot line** - 1935

As we accept your comments and suggestions with respect and regard, we would like to take this opportunity to thank you for helping us serve you better.

Sampath Bank PLC is a public listed company, incorporated in Sri Lanka, on the 10th of March 1986, under the Companies Act No. 17 of 1982.

**Registered Number:
PQ 144**

**Registered Office
No.110, Sir James Peiris Mawatha, Colombo 02.**