

## Complaints Handling Procedure

If you have a complaint on any of the services provided by the Bank, please contact us and we will respond to you on your complaint.

Our contact details for complaints and our customer complaints procedure is set out below.

### Customer Complaints Resolution Procedure

**1. Step 1**

Any complaint made is recorded by the Complaints Officer (CO) of the relevant Department of the Bank.

**2. Step 2**

The said CO will acknowledge receipt of your complaint in case the complaint is not resolved within 3 working days.

**3. Step 3**

The CO will simultaneously commence investigating into your complaint and whilst doing so, communicate with you, if he/she requires further details, documentation etc. from you.

**4. Step 4**

The CO together with the relevant stakeholders will work towards resolving the issue of your complaint within 21 Calander days from the date of your complaint., unless the CO informs you that further time is required to investigate/resolve your complaint.

**5. Step 5**

If in the event you are not satisfied with the resolution of the complaint set out in the response, you may refer the complaint to the Chief Operating Officer of the Bank.

**6. Step 6**

The Chief Operating Officer will endeavor to respond to you within 5 working days from the date on which the complaint was referred to him/her.

**7. Step 7**

If you are not satisfied with the resolution provided by the Bank, or with the manner in which your complaint is handled at any point of time, under the Bank's Customer Complaints Resolution Policy, you may communicate your dissatisfaction to the \*Financial Consumer Relations Department at Central Bank of Sri Lanka or referring the complaint to the \*\*Financial Ombudsman, whose contact details are set out below

\*Financial Consumer Relations Department  
Hotline for Inquiries: 1935  
**Telephone: +94 11 2477966**  
**Email: [fcrd@cbsl.lk](mailto:fcrd@cbsl.lk)**

\*\*The Financial Ombudsman Sri Lanka  
**Telephone: +94 11 259 5624**  
**Email: [fosril@slt.net.lk](mailto:fosril@slt.net.lk)**

**Complaints Handling Team**(Complaints Officer – CO)

**Corporate Bank (Cash Management / Trade Finance / Custody & Securities Services)**

**Email** - [ams.colombo@db.com](mailto:ams.colombo@db.com)

**Tel** - +94 11 4 791301

**Tel** - +94 11 4 791209

**Tel** - +94 11 4 791322

**Tel** - +94 11 4 791141

**Risk Management (Foreign Exchange Rates Related)**

**Email** - [dhakshitha.serasundera@db.com](mailto:dhakshitha.serasundera@db.com)

**Tel** - +94 11 4 791256

**Contact for Further Escalation of Complaints**

Janath Ilangantileke

Director | Chief Operating Officer  
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