



ORIENT FINANCE PLC

Customer Complaint Handling Procedure

- Our Branch Managers and branch staff are trained to provide the best possible assistance with any issues faced by our customers and if you have any concerns regarding the services provided by Orient Finance, they will attend to your requirement.
- However, if you have any concern about our services in any way, we welcome your comments and feedback. **You can call us on +94 117 577 577 & +94 777 710 800 or through our website** and we will do our best to resolve the concern. Customers can make their complaints at the branches, via post, verbally, through the dedicated hot-line or via the Company web site.
- There is a customer complaints handling officer appointed by the Company and a dedicated hotline is available for customers to make any complaints (**+94 777 710 800**). The hotline number is displayed at all Orient Finance branches.
- All customer complaints received by the Company will be directed to the customer complaints handling officer and he/she will coordinate with the relevant officers to provide the best possible solution to our valued customers. In such instance;
 - Inform the resolution/respond to the customer within 7 days.
 - If resolution takes a longer-time, will send an interim reply to the customer.
- Customer complaints handling officer will follow up with responsible Officers in the Company till the complaint is resolved and keep the customer informed in writing and communicate the solution to his/her concern.
- If our resolution doesn't meet your expectation, a direct complaint can be addressed to the Financial Ombudsman or Financial Consumer Relations Department of Central Bank of Sri Lanka who are available for redress. The Financial Ombudsman has the power to inquire and resolve any complaints and/or disputes between customers and financial institutions covered by the Ombudsman Scheme.

Details are as follows:

Financial Ombudsman Sri Lanka (Guarantee) Ltd,

Level 1 Mezzanine, Ceylinco House, Colombo 1.

Telephone :- +94 11 234 5230 / +94 11 259 5625

Email: fosril@slt.net.lk

The present Financial Ombudsman: Mr. Ananda Kumaradasa

**Additional information is also available on the website: www.financialombudsman.lk

Financial Consumer Relations Department- Central Bank of Sri Lanka

No. 30, Janadhipathi Mawatha, Colombo 01

Telephone :- +94 112477966 / Ext:- 1935

Fax:- +94 112477444

Email: fcrd@cbsl.lk

** Additional information is also available on the website: <https://www.cbsl.gov.lk/en/fcrd>