

## Complaint Handling Policy of LOLC Finance PLC.

Your feedback is valuable to us. If our services do not rise up to your needs, just tell us. We will give top priority to put it right. Your queries, complaints help us to 'refine' our service delivery to perfection.

### How to get in touch with us

#### In Person -

Visit your local branch and speak to the Branch Manager.

If you have a Relationship Manager, you may contact him on his direct phone number, post or e-mail your problem to him/her.

Or,

**By e-mail – [Info@LOLCFinance.com](mailto:Info@LOLCFinance.com)**

#### By post -

Head of Customer Services  
LOLC Finance PLC.,  
501, Galle Road,  
Colombo - 06  
Sri Lanka.

**By Phone - +94 117574810**

#### Customer Care Hot Line –

Weekdays 8.30 a.m. - 5.00 p.m.

Tel: +94 115880880

Your Calls may be recorded for service quality purposes.

If you need to enclose confidential information or enclose copies of important documents, please contact by post. All e-mails will be replied through e-mails.

### This is what we do:

- We will do our utmost to resolve your issue/s immediately.
- We will consider all the aspects of your complaint, send you our final response.
- What if you are still not sure?
- There is a Financial Ombudsman Service, that provides free, independent services to customers who need to solve disputes with financial firms.
- The Financial Ombudsman Service, will only step in, after we have had the chance to look in to the issue you have raised. So kindly contact us first, and we will do everything possible to help you.
- If by any chance, you are not satisfied with our final response, you may ask the Financial Ombudsman Service to review your complaint or intervene to resolve your issue.

### How to contact the Financial Ombudsman Service?

#### By Post-

The Financial Ombudsman  
Office of the financial Ombudsman  
143A, Vajira Road,  
Colombo 05.

**By Phone-** +94112-595624/5

**By email-** [fosril@slt.net.lk](mailto:fosril@slt.net.lk)

**Website-** [www.financialombudsman.lk](http://www.financialombudsman.lk)

**We always focus on utmost customer satisfaction and your feed backs are mostly welcome.**