



FEEDBACK/SUGGESTIONS AND COMPLAINTS

We would love to hear about your positive experience in banking with Standard Chartered. Also, if there is something we can improve on or if you are not satisfied with our products, services, staff etc., please reach out to us.

You may contact us via any of the below mentioned avenues to place a formal complaint/compliment or suggestion.

Hotline (08:30 – 16:30) : +94 11 248 0048

E-mail: Straight2bank.lk@sc.com

Address: Cash Services, Standard Chartered, No 37 York Street, Colombo 01

What happens after you have made your complaint?

1. We'll acknowledge your complaint and share a complaint reference number.
2. We'll investigate the issue and attempt to resolve it within ten working days.
3. Where the case is complex or requires further investigation, we will provide you with a timeframe within which a decision can be made, or progress updates can be given.

If you do not get a satisfactory response to the complaint, and if you wish to pursue other avenues for redress, you may approach the below:

The Financial Ombudsman of Sri Lanka
Mr. Ananda Kumaradasa
The Financial Ombudsman
Office of the Financial Ombudsman
01, Bethesda Place, Milagiriya, Colombo 05
Contact Number: +94 11 259 5624
Tele/Fax: +94 11 2595625
Email: fosril@sltnet.lk
Website: www.financialombudsman.lk

Financial Consumer Relations Department (FCRD) of the Central Bank of Sri Lanka
Postal Address: Financial Consumer Relations Department,
No. 30, Janadhipathi Mawatha, Colombo 01.
Hotline for Inquiries: 1935
Telephone: +94 112477966
Fax: +94 112477444
Email: fcrd@cbsl.lk