

Complaint Handling Procedure – LOLC Finance PLC

Your feedback is extremely valuable to us. If our services do not meet your expectations, please let us know. We treat every concern with the utmost priority and are committed to addressing and resolving issues promptly. Your queries and complaints help us continuously improve our service delivery.

How to Contact Us

In Person

Visit your nearest LOLC Finance branch and speak with the Branch Manager. If you are assigned a Relationship Manager, you may contact him/her directly via phone, post, or e-mail.

By E-mail

info@LOLCFinance.com

By Post

Head of Customer Services

LOLC Finance PLC
501, Galle Road
Colombo 06
Sri Lanka

By Phone

Customer Care Hotline: 1317

(Available on weekdays from 8:30 a.m. to 5:00 p.m.)

Please note that calls may be recorded for service quality purposes.

If your complaint contains confidential information or important documents, we recommend contacting us by post. All e-mail inquiries will be responded to via e-mail.

What We Do

- We strive to resolve your issue as quickly as possible.
 - Upon receiving your complaint, it will be recorded in our Complaint Management System and assigned a unique reference number.
 - You will receive an acknowledgment of your complaint together with the reference number.
 - Your complaint will be processed through our escalation procedure, and a final response or solution will be provided within **21 days**. (Any additional time required will be duly communicated to you)
 - During our investigation, we may request additional information. We appreciate your cooperation in providing these details promptly.
-

If You Remain Unsatisfied

If you are still not satisfied after we have issued our final response, you may seek assistance from the **Financial Ombudsman Service**, which offers an independent and free service for resolving disputes with financial institutions. Please contact us first, as the Ombudsman will only intervene after we have reviewed your complaint.

How to Contact the Financial Ombudsman Service

By Post:

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

By Phone: +94 112 595 624 / 5

By E-mail: fosril@slt.net.lk

Website: www.financialombudsman.lk

At LOLC Finance PLC, we remain committed to delivering the highest level of customer satisfaction.