

COMPLAINT AND GRIEVANCE HANDLING MECHANISM

AMANA BANK PLC

Introduction

Customer complaints represent valuable feedback for improving the Bank's processes and customer experience. Complaints may include dissatisfaction with products, services, policies, or interactions and are received through various channels such as help desks, emails, social media and any other platforms.

This procedure document outlines a comprehensive framework for complaint handling, emphasizing timeliness, transparency, and fairness. It reflects the Bank's commitment to customer satisfaction, regulatory compliance, and operational excellence.

This document applies to all feedbacks received through various channels, including in-person interactions, written communication, electronic platforms, and phone calls. It ensures that complaints regarding products, services, operations, and systems are handled effectively.

Core Principles:

1. **Accessibility** - Providing multiple, user-friendly channel to receive feedback
2. **Accountability** - The complaint handling process is overseen by the Vice President - Marketing, who also serves as the Key management Person ensuring customer feedback is addressed promptly and independently by designated staff.

At the operational level, Branch Managers, Head of Departments and Manager Customer Experience shall be responsible for coordinating the procedure for resolution.

3. **Fairness** - Handling complaints with equity and transparency while protecting customer and Bank interests.
4. **Transparency**- Keeping customers informed throughout the resolution process.
5. **Continuous Improvement** - Using feedback to enhance the Bank's products, services, and systems.

This documents aligns with the **Banking Act Direction No. 8 of 2011**, the **Customer Charter of Licensed Banks**, and the **Financial Consumer Protection Regulation No. 01 of 2023** issued by the Central Bank of Sri Lanka. It serves as a guide for employees to ensure all complaints are addressed in compliance with regulatory requirements.

Procedure for Handling Complaints

The Bank has established accessible channels for receiving complaints, including:

- **24-hour Customer Solutions Centre:** 011 7 756 756
 - **Email:** feedback@amana.lk / info@amana.lk
 - **Postal Address:** Customer Experience Manager, Address: No 486 Galle Road, Colombo 3, Sri Lanka
 - **Email:** servicequality@amana.lk
 - Any other existing channels which is popularly used and convenient to customers.
1. **Acknowledgment:** Complaints are acknowledged within 24 hours through automated responses or direct communication.
 2. **Resolution Timeline:** The Bank is committed to resolving customer complaints at the earliest possible time. The standard resolution period ranges from five (05) to twenty-one (21) working days, depending on the complexity of the issue.
 3. **Extension:** For more complex matters, an extension may be required, not exceeding three (03) months. In such cases, customers will receive interim updates outlining the reasons for the delay and the actions being taken toward resolution. In case of delays, interim updates are provided, with reasons for the delay and steps being taken to resolve the issue.
 4. All interactions and complaint-handling processes are documented for future reference, analysis, and compliance purposes.

ALTERNATE DISPUTE RESOLUTION PROCEDURES

If a customer is not satisfied with the resolution provided by the Bank, they have the option to escalate their complaint through external compensation mechanisms:

1. **Financial Consumer Relations Department (FCRD) – Central Bank of Sri Lanka (CBSL)**
Customers may seek assistance from the CBSL's Financial Consumer Relations Department (FCRD). The procedures for handling consumer complaints are outlined in Section 47 of the Extraordinary Gazette Notification No. 2344/17, dated 9th August 2023, under the Financial Consumer Protection Regulations.
2. **Financial Ombudsman**
If the complaint remains unresolved, customers may escalate their concerns to the Financial Ombudsman of Sri Lanka, an independent dispute resolution mechanism for banking and financial disputes.

Conclusion

The Bank remains dedicated to maintaining the highest standards of customer satisfaction and regulatory compliance. By adhering to this policy, the Bank aims to resolve complaints fairly and efficiently, fostering trust and loyalty among customers.

Through continuous process refinement and adherence to regulatory standards, the Bank seeks to build a customer-centric culture that upholds its values and commitment to excellence.