

CONSUMER RIGHTS AND RESPONSIBILITIES

Based on the *Gazette No. 2344/17* issued by the Central Bank of Sri Lanka under the **Financial Consumer Protection Regulations No. 01 of 2023**,

Consumer Rights:

1. Right to Fair Treatment:

- Equal and non-discriminatory access to financial products and services regardless of gender, age, race, religion, etc. (Regulation No - 13-14)

2. Right to Accessibility:

- Accessible financial services (websites, ATMs, cards, documents) include support for differently abled individuals. (Regulation No - 13, 15, 17-18)

3. Right to Information:

- Clear, complete, timely, and understandable information on products/services, terms, conditions, risks, fees, etc. in Sinhala, Tamil, or English. (Regulation No - 31-36)

4. Right to Choose:

- Freedom from product bundling or tying those limits choices. (Regulation No - 19.3.viii)

5. Right to Privacy:

- Protection of personal and financial data. Consent-based sharing only. (Regulation No - 48-52)

6. Right to Redress:

- Multiple, transparent mechanisms for submitting complaints and seeking resolution (Regulation No - 42-47)

7. Right to Education:

- Access to financial education programs to make informed decisions. (Regulation No - 30)

8. Right to Receive Documents:

- Timely provision of contracts, account statements, settlement letters, and other related documents. (Regulation No - 33, 38, 39)

9. Right to Withdraw or Terminate:

- Fair contract terms include options for early settlement, termination, and switching. (Regulation No - 21, 36)

Consumer Responsibilities:**1. Providing Accurate Information:**

- Submit truthful and accurate information when engaging with financial service providers. (Implied throughout complaint and contract-related sections)

2. Understanding Terms and Conditions:

- Read and understand all contractual obligations and documents provided by the financial institutions. (Regulation No - 34.6)

3. Updating Personal Information:

- Keep contact and personal data current to maintain communication and account security. (Regulation No - 48. iv-v)

4. Safe Use of Financial Products:

- Protect account credentials like passwords and PINs. (Regulation No - 40.v)

5. Use Complaint Mechanisms Responsibly:

- Follow proper procedures and timelines for submitting complaints and refrain from using undue influence or false claims. (Regulation No - 47.2)

6. Maintain Confidentiality:

- If assisted by a third party (e.g., via power of attorney), ensure confidentiality is respected. (Regulation No - 18.2)

For more information, please refer to the link below:

https://www.cbsl.gov.lk/sites/default/files/cbslweb_documents/laws/cdg/fcrd_regulations_no_01_of_2023_e.pdf

Customer Complaint Handling Process:

To file any complaints, you can reach the bank's call center at 011 5 411 411, the Head Office Customer Complaint Handling Unit at 011 2 832 571, or the Central Complaints Handling Officer via email at headfcp@SDB.lk

For additional details on the customer complaint handling process, please visit our bank's website at <https://www.sdb.lk>

-Financial Consumer Protection Unit-