

PROCEDURE FOR RESOLUTION OF CUSTOMER COMPLAINTS

All staff members of Mahindra Ideal Finance Limited (MIFL) are trained to provide the best possible service to our customers. However, if you have any concern about our services in any way, we welcome your comments and feedback. You can call us on **+9411 7724724** or write to complaints@mahindraifl.lk (please state your mobile and NIC numbers for reference). We will do our best to resolve the concerns. Customers can make their complaints at the branches, via post, verbally, through the dedicated hot-line or via the Company website (www.mahindraifl.lk).

There is a customer complaints handling officer appointed by the Company and can be reached via **+94719923735** during working hours; Monday to Friday from 8.30am to 5pm. The hotline number is displayed at all branches.

All customer complaints received will be directed to the Customer Complaints Handling Officer (CCHO) appointed by the Company and he/she will coordinate with the relevant officers to provide the best possible solution to our valued customers. In such instances;

- We will inform the resolution/respond to the customer within 10 working days.
- If the resolution takes longer-time, we will send an interim reply to the customer.

The CCHO will be responsible to follow up with the relevant officers of the Company till the time the complaint is resolved and a solution is communicated to the customer.

If our resolution doesn't meet your expectation, a direct complaint can be addressed to the Financial Ombudsman or Financial Consumer Relations Department of Central Bank of Sri Lanka who are available for redress. The Financial Ombudsman has the power to inquire and resolve any complaints and/or disputes between customers and financial institutions covered by the Ombudsman Scheme.

Current Financial Ombudsman: Mr. Ananda Kumaradasa
Office: No 01, Bethesda place, Milagiriya ,Colombo 5

Tel: +94 11 259 5624

Tel/Fax: +94 11 259 5625

Email: fosril@sltnet.lk

Additional information is also available on the **website: www.financialombudsman.lk

Financial Consumer Relations Department- Central Bank of Sri Lanka

No. 30, Janadhipathi Mawatha,

Colombo 01

Telephone :- +94 112477966 / Ext:- 1935

Fax:- +94 112477444 Email: fcrd@cbsl.lk

** Additional information is also available on the website: <https://www.cbsl.gov.lk/en/fcrd>