

## **BANK OF CEYLON**

### **Disputes/Complaints/Grievances on Card Payments**

Please be informed that you being our valued customer we are ready to listen to you and provide you with answers if you have any disputes, complaints or grievances related to debit and credit cards issued by our Bank.

In this connection, you are kindly requested to contact Manager (Chargeback Unit) at BOC Head Office (Tel: 011-2447823 or 011-2204703) immediately or not later than two weeks after the issue of the monthly statement by the Bank. The charge back unit will make all endeavours to resolve the issue within four (04) weeks or Visa/Master stipulated charge back time period.

If you are not satisfied with the answers provided by the Bank, you may also obtain the services of the Financial Ombudsman. The contact details of the Financial Ombudsman are given below;

The Financial Ombudsman,  
1434, Vajira Road,  
Colombo 04.  
Tel: No. 011-2595624,  
Fax: 011 -2595625  
Email: fosril@sltnet.lk