



HABIB BANK
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ஹபீப் வங்கி

Share your feedback with us

We are committed to continually improving our services to better meet your banking needs. Your satisfaction is of utmost importance to us, and we value your feedback.

We invite you to share your thoughts, suggestions, and any concerns you may have regarding your banking experience with us. Your input will help us enhance our services and ensure that we provide the best possible banking solutions for you.

How to share your thoughts, suggestions, and any concerns:

- You may contact your Branch Manager/Branch Operations Manager or your Relationship Manager at the respective branch
- You can drop your Complaints to the Drop Box at the Branches
- Contact the 24 x7 Call Centre on +94 (0) 112 444 442
- E-mail us at: renoza.sheriff@hbl.com and marked to adc.slk@hbl.com
- Write to: The Customer Service Department, Habib Bank Limited. No 140-142, Second Cross Street Colombo 11. Sri Lanka

How we respond:

Upon receipt of a Complaint, we will record it in the Bank's Complaint Tracking System and attempt to resolve the concern immediately. In the event we are unable to do so, we will provide you with a solution within Seven (7) working days. If we are unable to meet this timeline due to the nature of the complaint, we will update you with an estimated response time, so we will take all possible measures to resolve you're complain to provide the best of the service.

In the event you need to consult a supervisory body, you may contact the Office of the Financial Ombudsman of Sri Lanka.

Mr. Ananda Kumaradasa
The Financial Ombudsman
Office of the Financial Ombudsman
143A, Vajira Road
Colombo 05