

GENERAL CIRCULAR 2024/ 04 17th April 2024

INFORMATION TO BE EXIHIBITED ON NOTICE BOARDS AT BRANCHES

Branch Managers should update the Notice Board at the branch to exhibit the following information as appropriate in Sinhala / Tamil and English.

- 1. Rates on Term Deposit / savings products (Provided by the Finance Department)
- 2. Foreign Exchange rates (FOREX) (Provided by the Finance Department)
- 3. Business hours (Provided by the Human Resource Department)
- 4. Holidays (Provided by the Human Resource Department)
- 5. Latest Audited Accounts (Provided by the Finance Department)
- 6. Contact details of Financial Ombudsmen (Provided by Head of Compliance)
- 7. Contact details for customer's complaints handling Officer of our company (Provided by the Compliance Department)

Note

DGM & Head of IT should ensure that the above information is available on our WEB site and updated when changes are made

Other requirements

- Maintain Complaints Register (Labelled in Sinhala Tamil and English)
- Maintain a Complaints Box (Labelled in Sinhala Tamil and English)
- > Display the duly updated banner on rates of advance for Gold Loans provided by Head Office Gold Loan unit
- Ensure CCTV coverage is available and functioning at the Gold Loan cubical (Extracted from the-Notice of the Central Bank of Sri Lnka under the Monetary Act on the subject "FINANCE CUSTOMER PROTECTION REGULATIONS" appearing on the Gazette Extraordinary Number 2344/17 dated 9.8.2023)

Head of Compliance

CEO/ Executive Director

e.8.00