

Customer Notice Complaints and Grievances

Please be advised that if any customer has any complaint with respect to services rendered by Dialog Finance PLC, he/she may contact Manager – Customer Experience specially appointed for the purpose.

Contact Details of the Manger – Customer Experience

Contact Number: 0114317317

Email: financialservice@dialog.lk

Registered Office:

No. 475, Union Place,
Colombo 00200,
Sri Lanka.

Colombo Office:

Dialog Finance PLC,
1st Floor, No. 57,
Srimath Anagarika Dharmapala
Mawatha,
Colombo 03,
Sri Lanka

Kandy Office:

No. 21,
Kumara Veediya,
Kandy.
Sri Lanka.
Tel: 081 7596600
Fax: 081 7596601

If such resolution is not up to your expectation or if the complaint raised by you is not settled within Four (04) weeks, you have the option to escalate the complaint to the Financial Ombudsman.

For further details, please ask any officer of Dialog Finance PLC you are in contact with or you may directly contact the office of the Financial Ombudsman.

Contact Details of the Financial Ombudsman

Address:

No 143A, Vajira Road,
Colombo 5.

Telephone:

+94 11 259 5624

Telefax:

+94 11 259 5625

Email:

fosril@slt.net.lk

Website:

www.financialombudsman.lk