

COMPLAINT HANDLING POLICY



MULTI
FINANCE

MULTI INANCE PLC

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1.0 Complaint Handling Policy

1.1 Policy Statement

It is the policy of Multi Finance PLC (MFPLC) to attend and respond to all customer issues, disputes and complaints quickly, decisively and accurately. MFPLC will make every effort to reach a mutually agreeable resolution to each complaint.

1.2 Rationale

The policy is designed to provide guidance on the manner in which MFPLC handles complaints made against the company, its business partners and employees.

1.3 What is a Complaint?

A complaint, as defined by this Policy, is defined as follows:

- An expression of dissatisfaction made to the company, related to our products and services, or the complaint-handling process itself, where a response or resolution is explicitly or implicitly expected.

Any complainant who is dissatisfied with a product or service provided by MFPLC or one of its business partners, for any reason, may contact the company to complain. We have determined that best, fastest method of complaint transmittal is by email, but verbal and written complaints will be processed and given the same level of consideration as email.

2.0 Guiding Principles of effective Complaints Handling

- i. Visibility – Our Complaints Handling Policy is readily available on our website at www.multifinance.com.
- ii. Accessibility – Our Complaints Handling Policy is readily accessible to all business partners, employees and customers. The Policy is easy to understand and includes details on making and resolving complaints.
- iii. Responsiveness – Each complaint is acknowledged to the complainant immediately. Complaints will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.

- iv. Objectivity – Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process.
- v. Charges – There will be no charge to the complainant for making a complaint.
- vi. Customer-focused approach – All business partners and employees are committed to efficient and fair resolution of complaints. We actively solicit feedback from our customers on a regular basis and acknowledge a customer’s right to complain.
- vii. Accountability – All business partners and employees accept responsibility for effective complaints handling. The Compliance Officer will ensure that, where appropriate, issues raised in the complaints handling process are reflected in partner and employee performance evaluation.
- viii. Continual Improvement – Our complaints handling process will be reviewed periodically, and at least annually, to aim to enhance its efficient delivery of effective outcomes.

3.0 Handling a Complaint

Suggestion Box is available in all our business unit with a contact No. 071 129 0000 enabling complainant to make the complaint over the telephone or written complaint to be inserted to the suggestion box.

Complaints may also be submitted by writing or by telephone at:

Compliance Officer,
Multi Finance PLC
No. 100, “The Fairways”
Buthgamuwa Road,
Rajagiriya.

+94 11 4645555

4.0 What information is required when making a complaint?

When making a complaint, please provide the following information:

1. Your name and contact information. Please include the legal name of your business along with an email address and telephone number where we may reach you.
2. Your relationship with MFPLC. Please specify whether you are an applicant or current customer.
3. The name of your MFPLC contact person. Please let us know who you’ve been working with at the company
4. The nature of your complaint. Please list the dates and a detailed description of the conduct giving rise to the complaint.

After reviewing the complaint, the Compliance Officer may contact you for additional information, including supporting documentation.

4.1 Assistance with making a Complaint

If you require assistance in formulating or lodging a complaint, please reach out to the Compliance Officer at the address and telephone number provided at the branch.

5.0 Acknowledgement of Complaint and record retention

We are committed to acknowledging all complaints immediately upon receipt. Once a complaint has been received, we will undertake an initial review of the complaint.

We will endeavor to resolve complaints within 14 business days of receiving the complaint, but this will not be possible on all occasions. Where our review exceeds 14 business days, we will contact you to inform you of the reason for the delay, and indicate to you when we expect to be in a position to complete our review of the complaint.

Records of all complaints will be retained for no less than five (5) years. Records will include all dates of our communications with the complainant including the date of initial receipt, dates of all subsequent communications, and the date of final disposition.

6.0 Your rights during the Complaint process

You have the right to enquire as to the status of your complaint via over the phone to given telephone numbers. Someone will respond to your inquiry within 48-72 hours.

7.0 Response to a Complaint

Once we have reviewed the complaint, we will provide you with a written response. If you are dissatisfied with MFPLC's response, you have the right to ask for reconsideration of the response by the Financial Ombudsman. The address is as follows:

No. 5,
Vajira Road,
Colombo 04

Tel No. 0112 595 624

8.0 Policy Reviews

This Complaint Policy Manual should be reviewed and revised at least annually to reflect the changes in the business environment, products and services offered or even within less time period if the changes are significant.