

May 1, 2018

Director of Bank Supervision
Bank Supervision Department
Central Bank of Sri Lanka
Level 6, No. 30, Janadhipathi Mawatha
Colombo 01.

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Dear Sir,

Customer Complaint (Mrs. Vinothini Vijeyakumar)

With reference to our letters dated 23.11.2017 and 11.01.2018 and your latest letter dated 14.03.2018 on the above subject matter.

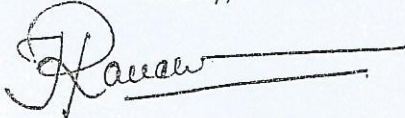
We wish to inform you, that following a detailed inquiry on the complaint, the Branch Manager's employment contract with the Bank was terminated with effect from the date of her suspension from duties, i.e. 18th July 2017.

Furthermore, the Bank has taken steps to make a formal complaint to the Criminal Investigation Department due to the fraudulent nature of the transactions that had taken place at the Kundasale Branch of the Bank at the initiation of the above complainant Mrs. Vinothini Vijeyakumar and certain members of the staff. Although the possibility of settling the matter amicably was perused but the same was not possible due to the criminality involved, a decision was taken to seek redress through a law enforcement authority.

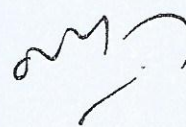
We also wish to inform that the complainant did not settle the facilities as agreed with the Financial Ombudsman in 2017 and the Bank having granted a grace period of 4 months has no other option but to proceed with suitable recovery actions to collect the dues.

We shall keep you informed of any new developments.

Yours faithfully,



T. Ranaweera (Mrs)
DGM-Legal/Board Secretary



D. P. N. Rodrigo
Chief Operating Officer

