

Our client, Financial Ombudsman Sri Lanka (Guarantee) Ltd (FOSL) is a voluntary membership organization comprising all licensed banks in Sri Lanka as well as a majority of Non-Bank Financial Institutions and Primary Dealers. FOSL is dedicated to facilitating the consensual resolution of customer complaints against its member institutions. While FOSL membership is voluntary, all member institutions adhere to the regulatory oversight of the Central Bank of Sri Lanka (CBSL).

Currently the FOSL Board is seeking a dynamic, qualified and experienced individual to assume the pivotal role of Deputy Financial Ombudsman. This role is essential for mediating disputes and ensuring equitable treatment to mitigate the potential for costly and protracted litigation.

## DEPUTY FINANCIAL OMBUDSMAN

### Key Responsibilities:

- Assist the Financial Ombudsman in resolving disputes between FOSL member institutions and their customers through conciliation, mediation and/or arbitration.
- Demonstrate fairness and persuasiveness in dispute resolutions, while encouraging financial institutions to join FOSL.
- Engage in financial services dispute resolution discussions with the regulator and member institutions.
- Ensure the timely reconciliation of disputes to preserve asset values and avoid the irrecoverable costs of litigation delays.

### Qualifications and Experience:

- Senior banker with 15 or more years of experience in the banking/financial services industry, preferably in the 50–65 year age group.
- Professional qualifications in banking and law are preferred.
- Exposure to Retail Credit and Credit Recoveries will be a definite advantage.
- Comparable qualifications, experience and skills to achieve FOSL's objectives will also be considered.
- Strong aptitude for persuasion and fair treatment in dispute resolution.

### Remuneration:

- Competitive remuneration package commensurate with skills and experience.

### Application Process:

- Please forward your complete resume in PDF format, along with the contact details of two non-related referees, to [mslrjobs@sltnet.lk](mailto:mslrjobs@sltnet.lk) within 10 days of this advertisement, quoting **MSL Reference No. 8157** in the subject line.