

Procedure for resolution of customer complaints

We at Assetline Leasing Company Limited are committed to provide preferred financial solutions complemented by competitive interest rates, prompt service and convenience to our customers using methodical and efficient processes by a well-trained and competent workforce. However, if you experience a bad or poor service you could make your complaint either in writing or verbally to the following officers.

Mr. Kumara Prasanna

Manger Customer Service Division

No. 120, 120 A, Pannipitiya Road, Battaramulla.

Hotline: 0114700100 **Telephone:** 0777445461

Fax - 0114-700101/ 0114-700112

Website - www.assetline.lk

Facebook - [assetline.lk](https://www.facebook.com/assetline.lk)

Ms. Anchana Raviendrarah

Executive Customer Service

No. 120, 120 A, Pannipitiya Road, Battaramulla.

Hotline: 0114700100 **Telephone:** 0773643670

You may obtain the service of the Financial Ombudsman if your disagreement or dispute was not satisfactorily addressed by our staff.

The contact details are as follows:

The Financial Ombudsman

Address : 143/A, Vajira Road, Colombo-05.

Telephone : 0112595624

Fax : 0112295625

Email : fosril@slt.net.lk

Web : www.financialombudsman.lk