

Procedure for resolution of customer complaints of Assetline Finance Limited

We at Assetline Finance 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 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 Raviendrarakah

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@sltnet.lk

Web : www.financialombudsman.lk

Procedure for resolution of customer complaints of Assetline Capital Private Limited

At Assetline Capital we offer Assetline Mutual Funds, which are flexible mutual fund products that caters effectively to the varying risk-return appetites of investors.

Our team is a well-trained and skilled workforce that uses systematic and efficient processes to provide professional guidance and prompt service to our clients on how to invest your capital for attractive returns.

However, if any customer of Assetline Mutual Funds has any reason to complain regarding the services provided or has any dispute or grievance regarding Assetline Mutual Funds, he/she is kindly requested to contact our Compliance Officer, who will take all efforts to resolve the issue.

Details of Compliance Officer

Name : Ms. Sathsarani Wijethunga
Hotline : 0114700100
Telephone : 0763291561
Fax : 0114-700114
Email : SathsaraniWi@assetline.lk
Address : No. 120, 120 A, Pannipitiya Road, Battaramulla.