

# HANDLING CUSTOMER COMPLAINTS

A “Customer Complaint” 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 customer who is dissatisfied with a product or service offered by Softlogic Stockbrokers (Pvt) Limited, for any reason, may contact the Company to complain.

We always encourage customers to convey their complaints / suggestions for process improvements via email. However, verbal and written complaints will also be processed and given the same level of consideration as email.

## How to complain?

If you are dissatisfied with the service provided by us, the first thing you should do is to speak directly with the staff member you have been dealing with and convey your dissatisfaction.

If our staff member is not able to address your concern or if you are uncomfortable with this you can lodge a complainant with us in one of the following ways;

MODE	DETAILS
Telephone	+94 112 327 124
Email	complaints@softlogicstockbrokers.lk
Post	Attention: Mr. Chamith Haturusinha Head of Compliance Softlogic Stockbrokers (Pvt) Limited Level 16, One Galle Face Tower Colombo 2

## What information is required when making a complaint

When making a complaint, please provide the following information;

1. Your name and contact information. If you are representing a corporate entity, please include the legal name of your business along with an email address and telephone number to reach you.
2. Please specify whether you are a new or an existing customer.
3. The name of our staff member who has been dealing with you or the business process that you are dissatisfied with.
4. The nature of your complaint. Please list the dates and a detailed descriptions that give rise to the complaint.

## Our process of handling customer complaints

### ▲ We acknowledge

All complaints will be acknowledged in within two (02) working days and sent to you feedback either by e-mail or SMS / WhatsApp to your phone number. All our communications are generally in English or you may request any official language you prefer.

### ▲ We Review

Upon initial screening of your complaint, we might require you to provide additional information or documentation to complete the investigation process. We may need to contact you to clarify details or request additional information where necessary.

1. Be specific about the complaint and provide all the important facts (including events) that may have a bearing on the complaint.
2. Provide copies of all documents that have relevance to the complaint (i.e. letters and previous correspondences, monthly statements, email conversations etc).
3. Provide proof of any losses sustained where applicable.
4. Specify a solution / remedial action you believe is required to resolve your complaint.



## ▲ We investigate

Once receiving your complaint, we will investigate your complaint objectively and impartially, by considering the information you have provided to us.

## ▲ We respond

Please refer below timeline pertaining to handling your complaint

ACTION ITEM	TIMELINE
Acknowledgement of your Complaint	Within two (02) working days
Provide resolution	Within three (03) working days
If a resolution cannot be provided within three (03) working days	We will inform you withing three (03) working days from the date of complaint
To make an appeal	With in seven (07) working days from the complaint
All matters relating complaints and appeals will be closed in the absence of a reply from you	Within Five (05) working days from the date we respond to you.

## ▲ We take actions

Where ever appropriate we amend our business practice or policies to provide a better service to our valued customers. We take immediate actions to rectify the issue and take necessary actions to correct the same whenever possible to improve the level customer satisfaction.