

FAQS

Client Registration

Q: I'm a new investor. Where do I register to start my investment journey?

Please visit www.softlogicinvest.lk, click on 'register' and follow the simple steps carefully

Q: Where can I get more information on Softlogic Invest?

1. Please visit our website www.softlogicinvest.lk
2. Call our hotline on 011 2104304
3. Email us on Info@softlogicinvest.lk

Q: I didn't receive an OTP. What can I do?

The OTP is sent to the phone number issued for your NIC. Please check the number and try again. Also, there can be a delay from the telecom service provider. Please try again in a few minutes. Thank you for your patience.

Q: Why do I have to enter personal details at the point of registering?

Your name, address, contact number and email are the key information in order to register you as an investor. These details are needed for us to forward account opening forms to you.

Q: I can't move the cursor after entering the investment amount

The minimum investment for each fund is LKR 5,000. Therefore, the link will not allow you to go below the minimum investment amount of LKR 5,000.

Q: How can I deposit/invest my money?

You can;

- Go to the bank and deposit money to the HNB collection account
- Do online bank transfer
- Post a cheque along with filled account opening/purchase form

When you complete the initial registration steps, you will receive an SMS with a reference number. Write this reference number in the bank deposit slip. If doing online transfer, mention in the online transfer reference field.

Collection account details:

Account Name: Softlogic Asset Management (Pvt) Ltd
Account Number: 003010534505
Name of Bank: Hatton National Bank (Bank Code: 7083)
Name of Branch: Head Office (Branch Code: 003)
SWIFT code: HBLILK LXXXX

Q: Can I make the investment in cash?

We strictly do not accept cash under any circumstances. You can make your investment via a bank deposit, bank transfer or by cheque.

Q: I completed the online registration, but didn't receive a call from SoftlogicInvest yet

We assure you that one of our agents will be in touch with you within 2 business days following your registration. Thank you and look forward to onboarding you soon.

Q: I missed the call from Softlogic Invest. What can I do?

Call our hotline 0112 104 304. One of our agents will soon service you.

Q: I completed the initial registration and the verification call from Softlogic Invest but didn't receive my application form yet. What should I do?

Drop an email to info@softlogicinvest.lk

Q: I'm confused and need help with the registration process. How can I get help?

We got your back! Please call our hotline 0112 104 304 and we are happy to help you with anything!

Q: What are the documents needed to complete my registration/account opening process?

- Filled and signed account opening form
- Filled and signed KYC form
- Copy of your NIC (both sides)
- Proof of Residency document

The proof of address is only required if the address provided in the application differs from the address in your NIC.

What we mean by this is a Water Bill/Electricity Bill you received during the last 3 months which confirms your residential address.

Q: I have completed my account opening and KYC forms. How can I send them to Softlogic invest?

All documents can be sent to via any of the following methods

- Post – Softlogic Invest, Level 16, One Galle Face Tower, Colombo 02, Sri Lanka
- Viber/WhatsApp - 0764784171
- Email scanned/PDF - info@softlogicinvest.lk

Q: How can I open an account for a minor?

In the account opening form, the guardian needs to fill his/her details in the "account holder" section and fill the minor's details in the "Joint unit trust account" section. Then send it to us via the usual methods. [Click here to download an account opening form.](#)

For registered/existing clients

Q: How can I track my investment?

Simply go to the website www.softlogicinvest.lk and log in to your profile with your NIC.

Q: How will I know if my money is received by Softlogic Invest?

You will receive a payment confirmation via SMS.

Q: How can I invest money again after the initial investment?

Log in to your profile and make a fund purchase request or fill out a "Purchase Form" (Click here to download) and send it to us via the usual methods.

Q: Can I invest in both Equity and Money market funds?

Yes, minimum of LKR 5,000 investment in each fund.

Q: Can I transfer money from one fund to another?

Yes, you can switch between funds. Go to your profile or fill out a "Switch Form" (Click here to download) and send it to us via email/WhatsApp/Viber or post.

Q: At what price will the units be created in the event of a subscription

Requests received before 12 noon will receive same day price, after 12 noon will receive following day price.

TBC soon

Redemptions

Q: How can I get my money back?

Log in to your profile and make a redemption request or fill out a "Redemption Form" (Click here to download) and send to us via email/WhatsApp/Viber or post.

Q: Can I get a portion of my investment?

Yes

Q: How quickly is my money available if I decide to sell/redeem?

Within three working days after placing a valid sell/redemption order.

Q: How quickly is my money available if I decide to sell/redeem?

Within three working days after placing a valid sell/redemption order.

General

Q: What is a fund?

A fund is a collective investment pool made by many investors with a common investment objective. This pool of money is used to purchase a portfolio of financial securities. In exchange for the money invested, the fund issues fund units to each investor, who are then known as unit holders.

A fund is set up by a Trust Deed and is an independent legal entity. It has its own financial accounts and files tax returns. The Trust is administered by its Trustee, Hatton National Bank PLC.

Q: What is an open-ended fund?

Open-ended funds are funds where investors can enter and exit the fund at any time. There is no restriction on the number of units to be issued by the fund and the fund has no maturity.

Q: Why invest in unit trusts funds?

Pooling your money with other investors can offer these advantages:

- Diversification: A single fund can hold more securities than you as an individual or a company could buy with limited resources.
- Professional management: A professional fund manager will manage the fund and continuously monitor its investments.
- Convenience: Fund units can be bought and sold on any business day.

Q: What's the difference between Equity fund and Money Market fund?

Money market funds

A Money Market Fund is ideal for investors looking for short-term gains as the fund holding period is typically 12 months. It also provides higher liquidity and the ability for investors to enter and exit anytime without a fee. Money Market funds primarily invest on short-term securities such as Repos, T-bills, Fixed deposits, Commercial papers, and trust certificates.

Equity funds

An Equity Fund is suitable for long-term investors who can withstand temporary market fluctuations. The fund will predominantly invest in Sri Lankan listed equities providing the fund investors the opportunity to benefit from long-term capital appreciation and dividend yields of equity investments.

Q: Where will the equity fund invest in?

The equity fund will predominantly invest in listed stocks/shares in the Colombo Stock Exchange (CSE).

Q: Where will the money market fund invest in?

The money market fund will predominantly invest in short-term fixed income securities such as

- Government bonds
- Treasury bills
- Bankers' acceptances
- Commercial papers
- Securitized trust certificates
- Fixed deposits
- Repos and reverse repos

Q: Who is the trustee and custodian for Softlogic Invest funds?

Hatton National Bank PLC

Q: What fees are charged on the fund?

	Softlogic Money Market Fund	Softlogic Equity Fund
Management Fee	0.45%	2.25%
Trustee Fee	0.15%	0.15%
Custodian Fee	LKR 15,000 per month	LKR 15,000 per month
Registrar Fee	LKR 20,000 per month	None
Exit Fee	None	1st year - 3% 2nd year - 2% and 3rd year 1% No exit fee after three years of purchase

Q: What is meant by trustee/custodian fees?

These are the fees charged by the Trustee and Custodian (HNB) to maintain the security of the underlying assets and the securities are in the funds' name. This fee will be charged to the fund.

Q: What is the fund unit valuation method?

Funds are valued every business day by calculating its NAV (Net Asset Value) per unit. This is calculated by adding up the current value of all shares, debentures, trust certificates, repos, other securities and cash in its portfolio. After subtracting out certain expenses of running the fund (e.g. Management fee, Trustee fee, Custodian fee and other operating expenses), the final figure is divided by the fund's total number of units in issue to arrive at the NAV per fund unit.

For example, assume you will get 50 units at the price of LKR 100 per unit for a total investment of LKR 5,000. If the price appreciates after 6 weeks to LKR 110, this means that the market value of your total investment has increased from Rs. 5,000 to Rs. 5,500.

Q: Who can invest with Softlogic invest?

Citizens of Sri Lanka who are resident within Sri Lanka

- Companies, corporations or institutions Incorporated or established within Sri Lanka
- Approved provident funds and approved contributory pension schemes registered/ Incorporated/ established In Sri Lanka
- Non-residents: Persons who are not residents of Sri Lanka, companies with limited liability or bodies corporate established/incorporated outside Sri Lanka

Q: I am a non-Sri Lankan investor; can I sign up for an account with Softlogic invest?

Yes. By opening an Inward Investment Account (IIA) with any Licensed Commercial Bank (LCB) in Sri Lanka, both individual and institutional investors can conveniently route funds in and out of Sri Lankan funds.

Q: Can I lose my capital investment in funds

An investor's investment value in a fund is determined based on the Unit Price as at date. Unit prices are variable and subject to change, driven by the risks associated with the underlying instrument the fund invests in. This is mainly applicable for Equity Unit Trust Funds where Unit Prices reflect the change in share prices. But this can also be applicable for Unit Trust Funds invested in fixed income securities, which are exposed to risks such as default.

Q: What is our governance framework?

- Securities and exchange commission (SEC)
- Trustee/Custodian bank - Hatton National Bank PLC
- Fund auditors
- Fund managers governed by the CFA Institute code of ethics and standards of professional conduct
- Internal compliance and risk management team