

Product/ Service	Key Features, Benefits and nature of the product	Fees, Charges & Interest rates	Procedure to be followed when obtaining a facility	Main Terms and Conditions	Applicable legal provision related to the product	Complaint Handling procedure
Recourse Factoring	 A tripartite arrangement between the entrepreneur, buyer (buys on credit) and the factoring company 	Service fee – a percentage on the face value of the invoice based on the	 Factoring facilities can be obtained from LOLC branches Factoring facility application form 	• The applicant must be a Sri Lanka within the accepted age limit to obtain a	Legal provision based on the breach of contract on Civil	 Clients can make complaints to the Branch Manager of the respective branch Submit a written
	 A product to meet the working capital requirement of a business Bridges cashflow 	services provided • Interest rate – as decided by ALCO on the	 Initial discussions with the Marketer Submit required documents to process a facility 	finance facility • Should be a business selling their	procedure code and below acts where necessary	complaint addressed to the Regional Manager • Write to The Head of
	 constraints Granted against Credit sales to corporate entities Up front payments up 	funds advanced. • Facility overdrawn charges if	including Audited/ Management accounts Valuation report from LOLC	products on credit terms to corporate/ established entity within	Recovery of DebtFinance BusinessInland	Factoring LOLC Finance PLC 504, Nawala Road Rajagiriya
	to 80% against receivables/Credit invoices • Sales ledger administration & Debt	applicable as stated in offer letter • One-time documentatio	Finance panel valuer in the event a vehicle/property obtained as collateral	 the country The product sold should be a factorable 	Revenue Mortgage bond Arbitration act Mediation	 Website www.lolcfinance.com E-mail to info@lolcfinance.com
	collection servicesOnline system to access and obtain management	n fee • Returned cheque charges if any	Inspection by authorized staff officerApproval process-	productThe respective business and	Board	Required informationNameNIC NumberContact Number

Updated 31.05.2022 Page **3** of **10**



information • Debtor credit evaluation & monitoring service • Dedicated Relationship Manager to coordinate	• Applicable Government tax/ stamp duty and any other statutory charges	time frame varies with the value of the facility Preparation and signing of agreements, guarantee bonds, any other applicable documents including debtor assignments Property/vehicle pledge/mortgage Activation of the facility The client can submit invoices to the respective branch and obtain funds up to 80% via CEFT transfers within the approved facility	performance should fall within the credit evaluation criteria of the company The terms and conditions of the facility approval will be at the sole discretion of the company The facility is recourse to the client. In the event of nonpayment by the debtor, commercial dispute or any other dispute the client should settle the advances obtained along with interest, fees	 Email address Facility number Reason for complaint Proof if available Date of complaint Anonymous complaints without a valid reason and adequate proof will not be considered as a formal complaint Acknowledgement of a formal complaint will be sent to the given email address Company will investigate on the complaint made and will inform via email/telephone call of the decision taken/solution If not satisfied
				taken/solutionIf not satisfied with the decision

Updated 31.05.2022 Page **4** of **10**



					interest if applicable to the company • General conditions stipulated on the principle agreement and offer letter.		/solution given client can report to the Financial Ombudsman.
• Invoice Discounti ng – Post Dated cheques	 A product to meet the working capital requirement of a business Bridges cashflow constraints of businesses who sells on credit Granted against Credit sales to SME sector who gives a post-dated cheque to settle the invoice Up front payments up to 75% against post-dated cheques Post dated cheque management services Online system to 	 Service fee – a percentage on the face value of the post dated cheque Interest rate – as decided by ALCO on the funds advanced. Facility overdrawn charges if applicable as stated in offer letter One time documentatio 	•	Invoice Discounting facilities can be obtained from LOLC branches Facility application form Initial discussions with the Marketer Submit required documents to process a facility including Audited/Managem ent accounts Valuation report from LOLC Finance panel valuer for the	 The applicant must be a Sri Lanka within the accepted age limit to obtain a finance facility Should be a business selling their products on credit terms to corporate or SME sector and collect post dated cheque to the value 	 Legal provision based on the breach of contract on Civil Procedure code and below acts where necessary Recovery of Debt Finance Business Inland Revenue Mortgage bond 	 Clients can make complaints to the Branch Manager of the respective branch Submit a written complaint addressed to the Regional Manager Write to The Head of Factoring LOLC Finance PLC 504, Nawala Road Rajagiriya Website www.lolcfinance.com E-mail to

Updated 31.05.2022 Page **5** of **10**



access and obtain management information • Debtor credit management & monitoring service • Follow up on returned cheques if any • Dedicated Relationship Manager to coordinate	n fee • Returned cheque charges if any • Applicable Government tax/ stamp duty and any other statutory charges	vehicle/ property obtained as collateral • Inspection by authorized staff officer • Approval process- time frame varies with the value of the facility • Preparation and signing of agreements, guarantee bonds, any other applicable documents including RMV registration if applicable	of the invoice The post dated cheques should be within the approved facility credit period The respective business and performance should fall within the credit evaluation criteria of the company The terms and conditions of	 Arbitration act Mediation Board 	info@lolcfinance.com Required information Name NIC Number Contact Number Email address Facility number Reason for complaint Proof if available Date of complaint Anonymous complaints without a valid reason and adequate proof will not be considered as a formal complaint
1		 Preparation and signing of agreements, guarantee bonds, any other applicable documents including RMV registration if applicable Property/vehicle pledge/mortgage Activation of the facility The client can 	business and performance should fall within the credit evaluation criteria of the company The terms and conditions of the facility approval will be at the sole discretion of the company		 Proof if available Date of complaint Anonymous complaints without a valid reason and adequate proof will not be
		submit invoices to the respective branch along with post-dated cheques and	• The facility is recourse to the client. In the event of returned		Company will investigate on the complaint made and will inform via

Updated 31.05.2022 Page **6** of **10**



			obtain funds up to 75% via CEFT transfers within the granted facility limit	cheques upon presenting the post dated cheque on the banking date the client should settle the advances obtained along with interest, fees and overdue interest if applicable to the company immediately General conditions stipulated on the principle agreement and offer letter.		email/telephone call of the decision taken/solution If not satisfied with the decision /solution given client can report to the Financial Ombudsman.
• Debtor Cheque Discounti ng – Post Dated	 A product to meet the working capital requirement of a business Bridges cashflow constraints of 	• Service fee – a percentage on the face value of the post dated cheque	 Debtor Cheque Discounting facilities can be obtained from LOLC branches Facility 	The applicant must be a Sri Lanka within the accepted age limit to obtain a	Legal provision based on the breach of contract on Civil	 Clients can make complaints to the Branch Manager of the respective branch Submit a written

Updated 31.05.2022 Page **7** of **10**



cheques businesses who sells on credit Granted against Credit sales to SME sector (Traders/Distributors) who gives a post- dated cheque to settle the supply	 Interest rate – as decided by ALCO on the funds advanced. Facility overdrawn charges if applicable as 	 application form Initial discussions with the Marketer Submit required documents to process a facility including Bank/Financial statements 	finance facility • Should be a business selling their products on credit terms to Wholesalers	Procedure code and below acts where necessary • Recovery of Debt • Finance Business	complaint addressed to the Regional Manager • Write to The Head of Factoring LOLC Finance PLC 504, Nawala Road Rajagiriya
 Granted based on an acceptable security/collateral Up front payments up to 70% against post-dated cheques Post dated cheque management services Online system to access and obtain management information Debtor credit management & monitoring service Follow up on returned cheques if any Dedicated Relationship Manager to coordinate 	stated in offer letter • One time documentation fee • Returned cheque charges if any Applicable Government tax/ stamp duty and any other statutory charges	 Valuation report from LOLC Finance panel valuer for the vehicle/ property obtained as collateral Inspection by authorized staff officer Approval processtime frame varies with the value of the facility Preparation and signing of agreements, guarantee bonds, any other applicable 	or SME sector and collect post dated cheque to the value of the sale • The post dated cheques should be within the approved facility credit period • The respective business and performance should fall within the credit	 Inland Revenue Mortgage bond Arbitration act Mediation Board 	 Website www.lolcfinance.com E-mail to info@lolcfinance.com Required information Name NIC Number Contact Number Email address Facility number Reason for complaint Proof if available Date of complaint Anonymous complaints without a valid reason and

Updated 31.05.2022 Page **8** of **10**



including RMV registration if applicable Property/vehicle pledge/mortgage Activation of the facility The client can submit post-dated cheque batch to the respective branch and obtain funds up to 70% via CEFT transfers within the granted facility limit	criteria of the company The terms and conditions of the facility approval will be at the sole discretion of the company The facility is recourse to the client. In the event of returned cheques upon presenting the post dated cheque on the banking data	will not be considered as a formal complaint • Acknowledgement of a formal complaint will be sent to the given email address • Company will investigate on the complaint made and will inform via email/telephone call of the decision taken/solution If not satisfied with
the respective	recourse to	complaint made
the granted facility		
limit		
	=	
	banking date	the decision /solution
	the client	given client can report
	should settle	to the Financial
	the advances	Ombudsman.
	obtained	
	along with	
	interest, fees	
	and overdue	
	interest if	
	applicable to	
	the company	
	immediately	

Updated 31.05.2022 Page **9** of **10**



				• General conditions stipulated on the principle agreement and offer letter.		
Client Cheque Discounting/ Packing Credit – Post Dated cheques (Revolving)	 A product to meet the working capital requirement granted on case by case basis to established businesses who sells on credit but not falling under any of the above products To purchase raw material based on confirmed purchase orders Granted against acceptable collateral/security Up front payments up to 70% against post dated cheques of the client business entity Online system to access and obtain 	Service fee — a percentage on the face value of the post dated cheque Interest rate — as decided by ALCO on the funds advanced. Facility overdrawn charges if applicable as stated in offer letter One time documentation fee Returned cheque	 Client Cheque Discounting facilities can be obtained from LOLC branches in main cities Facility application form Initial discussions with the Marketer Submit required documents to process a facility including Audited Financial statements Valuation report from LOLC Finance panel valuer for the vehicle/ property obtained as 	 The applicant must be a Sri Lanka within the accepted age limit to obtain a finance facility Should be an established entity who can submit confirmed purchase order or an acceptable working capital necessity The post dated cheques should be 	 Legal provision based on the breach of contract on Civil Procedure code and below acts where necessary Recovery of Debt Finance Business Inland Revenue Mortgage bond Arbitration act Mediation Board 	 Clients can make complaints to the Branch Manager of the respective branch Submit a written complaint addressed to the Regional Manager Write to The Head of Factoring LOLC Finance PLC 504, Nawala Road Rajagiriya Website www.lolcfinance.com E-mail to info@lolcfinance.com Required information

Updated 31.05.2022 Page **10** of **10**



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management	charges if any	collateral	within the	•	Name
information	 Applicable 	 Inspection by 	approved	•	NIC Number
 Dedicated 	Government	authorized staff	facility credit	•	Contact Number
Relationship Manager	tax/ stamp	officer	period	•	Email address
to coordinate	duty and any	 Approval process- 	• The	•	Facility number
	other statutory	time frame varies	respective		Reason for
	charges	with the value of	business and		complaint
	_	the facility	performance		Proof if available
		 Preparation and 	should fall		Date of complaint
		signing of	within the		Anonymous
		agreements,	credit	•	complaints
		guarantee bonds,	evaluation		without a valid
		any other	criteria of the		reason and
		applicable	company		adequate proof
		documents	• The terms and		will not be
		including RMV	conditions of		considered as a
		registration if	the facility		formal complaint
		applicable	approval will		*
		 Property/vehicle 	be at the sole	•	Acknowledgement of a formal
		pledge/mortgage	discretion of		
		 Activation of the 	the company		complaint will be
		facility	• In the event		sent to the given email address
		The client can submit	of returned		
		post-dated cheque	cheques upon	•	Company will
		batch to the	presenting the		investigate on the
		respective branch and	post dated		complaint made and will inform
		obtain funds up to	cheque on the		via
		70% via CEFT	banking date		
		transfers within the	the client		email/telephone call of the
		granted facility limit	should settle		decision
		•			accision

Updated 31.05.2022 Page **11** of **10**



	the advances obtained along with interest, fees and overdue interest if applicable to the company immediately General conditions stipulated on the principle agreement and offer letter.	taken/solution If not satisfied with the decision /solution given client can report to the Financial Ombudsman.
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Updated 31.05.2022 Page **12** of **10**