



Product Name	Nature of the	Interest Rates,	Procedure to be	Main Terms &	Complaint Handling
	product, Key	Penalties &	followed to obtain	Conditions	Procedure
	features & benefits	Other charges	the product		
Capital Lease	This product offered	Facility interest rate	Initial discussion	Applicant should be a	Call On:
	for	will be	with the	Sri	+94 11 5880600
	Brand New/	based on the	Customer	Lankan citizen who	Write to:
	Unregistered/	prevailing product		must have income	The Manager
	Registered motor	tariff sheet by ALCO	<ul> <li>Submission of all</li> </ul>	earning.	CRM
	vehicles,		required		LOLC Finance PLC
	Machineries &	• Rates are based on	documents by the	• Client	No. 100/1, Sri
	Equipment's	the	customer	sector/subsector in	Jayawardanapura Road
		prevailing CBSL	proving his/her	line with company	Rajagiriya
	• Maximum cost of the	SLFR at the time of	income, networth	requirements and	e-mail on:
	facility as per	the inquiry	& guarantees	Regulatory when	info@lolcfiianace.com
	CBSL LTV guidelines			lending	Required information to
		Appropriate RMV	• official Valuation	criteria	place a
	• Options available to	transfer fee &	report from authorise		complaint
	obtain	Processing fees will	valuer	• All requested	✓ Name
	the facility from 12	be applicable		facilities are subject	✓ NIC number
	months (min) to 6	D. I.	*Internal valuer	to a proper credit	✓ Mobile number
	years	• Relevant	opinion & Invoice	evaluation & the	✓ Contract number
	(max)	Government tax/	from the client/supplier	facility approval will	✓ Vehicle number (if any)
		stamp duty & other fee/	. In an ation on alignt	be at the sole discretion of the	✓ Details of the complaint
			• Inspection on client		^
		charges will be	/assets conduct by	company	✓ Date of complaint
		applicable. followed Regulator (CBSL)	marketing Officer	• Asset to be	Customer can get the
		Finance leasing act	• Approval process is	comprehensively	assistance of
		No.56 of 2020 &	within 3	insured	Branch Manager to lodge a
		Finance business act	working days	through licenced	complaint Complaints without
		no.42 of 2011	working days	Insurance	sufficient proof
		110.72 01 2011	• Signing of	company	& details will not consider as
			Agreement and	Company	formal
			Guarantee Bond	• Rental payments to	complaint
			Caurantee Dona	be	Company will respond to the
			1	1 00	Company win respond to the

Updated 30.06.2024 Page **1** of **14** 





T .		1
<ul> <li>Issuance of Delivery</li> </ul>	made on monthly	customer with the decision/
Order/	basis at	solution
Purchase Order for the	the given due date	If a satisfactory solution is
subject		not
Asset	<ul> <li>An additional</li> </ul>	received, such case can be
	interest	referred
• Transfer the	charge/ fee will be	to;
ownership to the	calculated/ charged	
client with the	to the	Financial Ombudsman of
Absolute	customer due to non-	Sri Lanka
Ownership to the	repayments	No. 143A, Vajira Road,
company	in regular manner	Colombo 5
T. J.	8	+94 11 2595625
Release of payment		Email - fosril@sltnet.lk
to the		Web -
Supplier		www.financialombudsman.lk
Supplier		www.manetaromoudomam.nx
As agreed, customer		
will pay rentals		
regularly		
regularly		
• Once all		
commitments settle to		
the company, asset will		
be		
released to the		
customer with a		
Deletion Letter of		
Absolute		
Ownership		

Updated 30.06.2024 Page 2 of 14





Product Name	Nature of the product, Key	Interest Rates, Penalties & Other charges	Procedure to be followed to obtain	Main Terms & Conditions	<b>Complaint Handling Procedure</b>
Name	features & benefits	Other charges	the product		
Term	This product	• Facility interest rate will be	Initial discussion with	Applicant should be a Sri	Call On:
Loan	offered for	based on the product tariff	the	Lankan citizen who must	+94 11 5880600
	Brand New/	sheet by ALCO on	Customer	have income earning.	Write to:
	Unregistered/	timely manner			The Manager
	Registered motor	• Rates are based on the	<ul> <li>Submission of all</li> </ul>	• Client sector/subsector in	CRM
	vehicles,	prevailing rates at the time	required	line with company	LOLC Finance PLC
	Machineries &	of the inquiry	documents by the	requirements and Regulatory	No. 100/1, Sri Jayawardanapura
	Equipment's	• Appropriate transfer fee &	customer	when lending	Road Rajagiriya
		asset Mortgage rate will	proving his/her income,	criteria	e-mail on:
	• Maximum cost of	be applicable	net worth & guarantees		info@lolcfiianace.com
	the	• Relevant Government tax/		• All requested facilities are	Required information to place a
	facility as per	stamp duty & other fee/	official Valuation	subject to a proper credit	complaint
	CBSL LTV	charges will be applicable,	report from authorise	evaluation & the facility	✓ Name
	guidelines	followed Regulators(CBSL)	valuer	approval will be at the sole	✓ NIC number
		Finance leasing act No.56 of		discretion of the company	✓ Mobile number
	• Options available to	2020 & Finance business act	*internal valuer opinion		✓ Contract number
	obtain	no.42 of 2011	& Invoice from the	• Asset to be	✓ Vehicle number (if any)
	the facility from 12		client/supplier	comprehensively insured	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
	months (min) to 6		. I	through licenced Insurance	✓ Details of the complaint
	years		• Inspection on client	company	✓ Date of complaint
	(max)		/assets conduct by	. Dantal marmanta to ha	Customer can get the assistance of
			Marketing Officer	• Rental payments to be made on monthly basis at	Branch Manager to lodge a
			• Approval process is	the given due date	complaint
			within 3	the given due date	Complaints without sufficient
			working days	• An additional interest	proof & details will not consider as
			working days	charge/ fee will be	formal
			• Signing of Agreement	calculated/ charged to the	complaint
			and	customer due to non-	Company will respond to the
			Guarantee Bond	repayments	customer with the decision/
			Guarantee Bond	in regular manner	solution
				in regular manner	If a satisfactory solution is not
					if a satisfactory solution is not



Issuance of Delivery	received, such case can be referred
Order/	to;
Purchase Order for the	·
subject	Financial Ombudsman of Sri
Asset	Lanka
	No. 143A, Vajira Road, Colombo
• Transfer the ownership	5
to the	+94 11 2595625
client with the Absolute	Email - fosril@sltnet.lk
Ownership to the	Web -
company	www.financialombudsman.lk
• Release of payment to	
the	
Supplier	
• As agreed, customer	
will pay	
rentals regularly	
Once all commitments	
settle to	
the company, asset will	
be	
released to the customer	
with a	
Deletion Letter of	
Absolute	
Ownership	

Updated 30.06.2024 Page **4** of **14** 





Product	Nature of the	Interest Rates,	Procedure to be	Main Terms &	Complaint Handling Procedure
Name	product, Key	Penalties &	followed to obtain	Conditions	
	features & benefits	Other charges	the product		
Mortgage	This product offered	Facility interest rate	Initial discussion with	Applicant should be a	Call On:
Loan	for	will be	the	Sri	+94 11 5880600
( Business	Commercial	based on the product	Customer	Lankan citizen who	Write to:
and	/residential property	tariff sheet by ALCO		must have income	The Manager
Personal)	/Building	on	<ul> <li>Submission of all</li> </ul>	earning.	CRM
		timely manner	required		LOLC Finance PLC
	• Maximum cost of the		documents by the	• Client	No. 100/1, Sri Jayawardanapura Road
	facility as per	<ul> <li>Rates are based on</li> </ul>	customer	sector/subsector in	Rajagiriya
	CBSL LTV guidelines	the	proving his/her income,	line with company	e-mail on:
		prevailing CBSL	net worth & guarantees	requirements and	info@lolcfiianace.com Required
	• Options available to	SLFR at the time of		Regulatory when	information to place a
	obtain	the inquiry	• official Valuation report	lending	complaint
	the facility from 12		from authorise valuer	criteria	✓ Name
	months (min) to 10	Appropriate transfer			✓ NIC number
	years	fee &	• Inspection on client	• All requested	✓ Mobile number
	(max)	asset Mortgage rate	/assets conduct by	facilities are	✓ Contract number
		will	Marketing Officer	subject to a proper	✓ Details of the complaint
		be applicable		credit	✓ Date of complaint
		Relevant	• Approval process is	evaluation & the	Customer can get the assistance of
		Government tax/	within 10 working days	facility approval will be at the	Branch Manager to lodge a
			. Signing of Agreement	sole	complaint
		stamp duty & other fee/	• Signing of Agreement Guarantee Bond including	discretion of the	Complaints without sufficient proof
		charges will be	Mortgage bond	company	& details will not consider as formal
		applicable	Wortgage boild	Company	complaint
		followed Regulator	• title insurance if	• Rental payments to	Company will respond to the
		(CBSL) Mortgage act	required subject for	he	customer with the decision/
		no.03 of 1990	subject Asset	made on monthly basis	solution
		10.05 01 1770	/MRP cover for client	at	If a satisfactory solution is not
				the given due date	received, such case can be referred
			• Release of payment to	mo of ton and and	to;
			the	An additional interest	

Updated 30.06.2024 Page **5** of **14** 



• registered the deed in Land registry with Ownership to the company	charge/ fee will be calculated/ charged to the customer due to non- repayments in regular manner	Financial Ombudsman of Sri Lanka No. 143A, Vajira Road, Colombo 5 +94 11 2595625 Email - fosril@sltnet.lk Web - www.financialombudsman.lk
• As agreed, customer will pay rentals regularly		
Once all commitments settle to the company, asset will be released to the customer with a mortgage discharge documents		

Product Name	Nature of the product, Key features & benefits	Interest Rates, Penalties & Other charges	Procedure to be followed to obtain the product	Main Terms & Conditions	Complaint Handling Procedure
Speed	• This product can be	Facility interest rate	Initial discussion	Applicant should	Call On:
Draft	offered for Brand New/	will be	with the	be a Sri	+94 11 5880600

Updated 30.06.2024 Page **6** of **14** 





TT 1/D 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	I a	Y 1 '.' 1	XX7 **
Unregistered/Registered	based on the tariff	Customer	Lankan citizen who	Write to:
motor vehicles or	sheet		is a	The Manager
properties	declared by ALCO on	<ul> <li>Submission of all</li> </ul>	salaried employee,	CRM
	timely manner	required	self-employed or	LOLC Finance PLC
<ul> <li>Maximum cost of the</li> </ul>		documents by the	engaged in a	No. 100/1, Sri Jayawardanapura Road
facility restricted as per	• Rates are based on	customer	business	Rajagiriya
CBSL LTV guidelines	the	proving his/her		e-mail on:
	prevailing rates at the	income, networth &	<ul> <li>Client profile</li> </ul>	info@lolcfiianace.com
<ul> <li>A revolving loan</li> </ul>	time	guarantees	should be in	Required information to place a complaint
facility	of the inquiry		line with company	✓ Name
quite similar to an OD		<ul> <li>Valuation report</li> </ul>	requirements for	✓ NIC number
facility at banks.	• Appropriate transfer	from company panel	lending	✓ Mobile number
<ul> <li>Flexibility in paying</li> </ul>	fee & asset Mortgage rate	valuer & Invoice (if applicable) from the	criteria	✓ Contract number
Capital Capital	will	supplier for the	All requested	✓ Vehicle number (if any)
amount obtained while	be applicable	propose asset	facilities are	✓ Details of the complaint
servicing the interest			subject to a proper	✓ Date of complaint
potion	Relevant	If the asset is a	credit	Customer can get the assistance of Branch
	Government tax/	property Title search	evaluation & the	Manager to lodge a
• Facility tenor in 1 year	stamp duty & other	to be carried out and	facility	Complaint
(min) to 2 years (max)	fee/	same should be	approval will be at	
•	charges will be	approved by internal	the sole	Complaints without sufficient proof
<ul> <li>Flexibility in getting</li> </ul>	applicable	lawyers.	discretion of the	& details will not consider as formal
multiple disbursements			company	complaint
within the approved		• Inspection from		
limit		company Officer	• Asset to be	Company will respond to the
			comprehensively	customer with the decision/
		<ul> <li>Approval process is</li> </ul>	insured	solution
		within 3	through licenced	If a satisfactory solution is not received, such
		working days for	Insurance	case can be referred to;
		vehicles / properties 3-	company	,
		7 days		Financial Ombudsman of Sri Lanka
			Accrued interest	No. 143A, Vajira Road, Colombo 5
			payments to be	+94 11 2595625
				Email - fosril@sltnet.lk
	l	L	1	Zinai Comount

Updated 30.06.2024 Page **7** of **14** 





For properties-	made on monthly	Web - www.financialombudsman.lk
Mortgage bond to be	basis at Month end.	Web - www.imaneraiomoudsman.ik
executed.	ousis at Month cha.	
Chocatou.	An additional	
• Signing of	interest	
Agreement and	charge/ fee will be	
Guarantee Bonds	calculated/ charged	
Guarantee Bonds	to the	
• Issuance of Delivery	customer over the	
Order/	non-repayments	
Purchase Order for the	according to	
subject	the agreement	
Asset	and agreement	
715501		
• If the asset is a		
vehicle Transfer the		
ownership to the		
client with the		
Absolute		
Ownership to the		
company		
Company		
• Release of payment		
to the		
Supplier / Lessee		
Supplier / Dessee		
• As agreed, customer		
will pay		
accrued interest		
monthly & capital		
within the agreed		
period.		
period		
• Once all		
commitments settle to		



	the company, Original documents will be released to the customer with a Deletion Letter of Absolute Ownership / Cancelled mortgage
	Bond

Product	Nature of the product,	Interest Rates,	Procedure to be	Main Terms & Conditions	Complaint Handling Procedure
Name	Key	Penalties &	followed to obtain		
	features & benefits	Other charges	the product		

Updated 30.06.2024 Page **9** of **14** 





	<u> </u>		1	T	,
Loan	• This product offered	<ul> <li>Facility interest</li> </ul>	<ul> <li>Initial discussion with</li> </ul>	Applicant should be a Sri	Call On:
against FD	against fixed deposits (	rate will be	the	Lankan citizen who must	+94 11 5880600
	Monthly/Maturity)	FD interest +3.5%	Customer	have income earning.	Write to:
					The Manager
	<ul> <li>Maximum cost of the</li> </ul>	<ul> <li>FD Rates are</li> </ul>	Submission of Loan	• Client sector/subsector in	CRM
	facility- 90% from the	based on the	request	line with company	LOLC Finance PLC
	FD face value	prevailing rates at	documents by the	requirements and	No. 100/1, Sri Jayawardanapura
		the time	customer	Regulatory when lending	Road Rajagiriya
		of the inquiry	Along with the Original	criteria	e-mail on:
	<ul> <li>Options available to</li> </ul>	<ul> <li>Appropriate fees</li> </ul>	FD certificate		info@lolcfiianace.com
	obtain	will		All requested facilities are	Required information to place a
	the facility	be applicable	<ul> <li>Validating conduct by</li> </ul>	subject to a proper credit	complaint
	Term - 06	• Relevant	Marketing Operation	evaluation & the facility	√ Name
	months (min) to 36 years	Government tax/		approval will be at the sole	✓ NIC number
	(max)	stamp duty & other	<ul> <li>Approval process is</li> </ul>	discretion of the company	✓ Mobile number
	Type - Fixed Or	fee/	within 15 Minutes		✓ Contract number
	Revolving	charges will be		Rental payments to be	
		applicable,	Signing of Agreement	made on monthly basis at	✓ Vehicle number (if any)
		followed	and crediting funds to	the given due date	✓ Details of the complaint
		Regulators(CBSL)	client LOLC finance		✓ Date of complaint
		Finance leasing act	saving account	An additional interest	Customer can get the assistance of
		No.56 of 2020 &		charge/ fee will be	Branch Manager to lodge a
		Finance business	• Issuance of Offer letter	calculated/ charged to the	complaint
		act no.42 of 2011		customer due to non-	
			Safe keeping the	repayments	Complaints without sufficient
			original FD certificate and	in regular manner	proof
			signed agreement within		& details will not consider as
			the branch Custody		formal
					complaint
			•		
					Company will respond to the
			• As agreed, customer will		customer with the decision/
			pay		solution
			rentals regularly		
					If a satisfactory solution is not



	settle t the cor Certific	e all commitments o mpany, FD cate will be ed to the customer	received, such case can be referred to;  Financial Ombudsman of Sri Lanka No. 143A, Vajira Road, Colombo 5 +94 11 2595625 Email - fosril@sltnet.lk Web - www.financialombudsman.lk

Updated 30.06.2024 Page **11** of **14** 





Produ ct Name	Key Features, Benefits and nature of the product	Interest Rates, Penalties & Other Charges/fees	Procedure to be followed to obtain the product	Main Terms & Conditions	Applicable legal provisions related to theproduct	Complaint Handling Procedure
Gold loan	<ul> <li>Company keeps Gold as security and grant an advance up to 100% from the market value</li> <li>Tenors – 1, 3,4, 6,9 &amp; 12 months</li> </ul>	<ul> <li>Rates as per tariff-sheet decided by ALCO.</li> <li>Rates current at the time will be available on inquiry</li> <li>Applicable Government tax/stamp duty andall other statutory charges/fees for financial services applicable</li> <li>Exception (if any) of Government tax/stamp duty andall other statutory charges/fees applies appropriately</li> </ul>	<ul> <li>Initial discussion with the Customer on request of a facility.</li> <li>Customer should submit the documents to identify himself &amp; permanent residency</li> <li>Customer should fill the KYC form</li> </ul>	The applicant should be Sri Lankan within the legally acceptable age limit to obtain a finance facility. (Above 18 years of age) The gold loan advance is repayable within the agreed period together with the relevant interest The company has the right to sell the gold articles which are not redeemed within the agreed period after due notice to the customer The company reserves the right to increase the rate of interest or change the conditions after the agreed period The gold loan ticket must be	• Mortgage Act No. 6 of 1949	<ul> <li>Customers can place a complaint by following steps;</li> <li>✓ Visit the branch the facility is obtained and make a written complaint to the Branch Manager.</li> <li>If a solution is not given;</li> <li>✓ Write to:         <ul> <li>The Manager, SME Business Unit,</li> <li>✓ LOLC Finance PLC. 100/1,</li> <li>✓ Sri Jayawardanapura Road, Rajagiriya</li> <li>✓ Call On:</li></ul></li></ul>

Updated 30.06.2024 Page **12** of **14** 





	surrendered to	- Contract/Account
		- Contract/Account Number
	redeem the gold	- Details of complaint
	articles	- Date of Complaint
	• Loss of the gold	Date of Complaint
	loanticket should	✓ Customers Can get
	be immediately	assistance from Branch
	brought to the	Manager to lodge a
	notice of the	complaint, the complaintcan
	company. In such	be lodge via any
	instances or in the	channel described above.
	event of the demise	
	of the customer, the	Anonymous complaints,
	person redeeming	without sufficient proof and
	the article should	information related to
	besubstantiating	the complaint will not be considered as a formal
	his/her claim by	considered as a formal complaint.
	submitting an	complaint.
	affidavit and other	Acknowledgment of
	documents	complaints
	acceptable to the	Complaints
	company	✓ An email containing will be
	The notice prior	sent to the customer
	to the sale of	acknowledging the complaint
	gold articles	has been received and has
	should be sent	been forwarded to the
	to the given	respective authority for
	address	further action.
	• The customer	
		✓ The message will also
	should comply	state the number of days
	with the rules &	within which LFP hopes to
	regulations	resolve the complaint.
	presently in force	
	in the company	Complaint Investigation





	with regard to the gold articles  In the event of the loss of a gold article, only the value of gold prevailing at the time of loss of the article will be paid by the company as compensation  The customer should notify the company any change of address	<ul> <li>✓ LOLC FINANCE will respond to the customer with the decision and offeran explanation.</li> <li>✓ If The company unable to investigate and send a response within a period of 7 working days, company call the customer to inform the delivery date for the complaint raised.</li> <li>✓ Website details; www.lolcfinance.com</li> <li>if a satisfactory resolution is not received, the case can be referred to;</li> </ul>
		✓ Financial Ombudsman of Sri Lanka Address: No 143A, VajiraRoad, Colombo 5 Telephone: +94 11 2595624 Fax: 94 11 2595625 Email: fosril@sltnet.lk Website: www.financialombudsman.l

Updated 30.06.2024 Page **14** of **14**