

## Key Fact Document – SME Products

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
Capital Lease	<ul style="list-style-type: none"> <li>• This product offered for Brand New/ Unregistered/ Registered motor vehicles, Machineries &amp; Equipment's</li> <li>• Maximum cost of the facility as per CBSL LTV guidelines</li> <li>• Options available to obtain the facility from 12 months (min) to 6 years (max)</li> </ul>	<ul style="list-style-type: none"> <li>• Facility interest rate will be based on the prevailing product tariff sheet by ALCO</li> <li>• Rates are based on the prevailing CBSL SLFR at the time of the inquiry</li> <li>• Appropriate RMV transfer fee &amp; Processing fees will be applicable</li> <li>• Relevant Government tax/ stamp duty &amp; other fee/ charges will be applicable. followed Regulator (CBSL) Finance leasing act No.56 of 2020 &amp; Finance business act no.42 of 2011</li> </ul>	<ul style="list-style-type: none"> <li>• Initial discussion with the Customer</li> <li>• Submission of all required documents by the customer proving his/her income, networth &amp; guarantees</li> <li>• official Valuation report from authorised valuer</li> <li>*Internal valuer opinion &amp; Invoice from the client/supplier</li> <li>• Inspection on client /assets conduct by marketing Officer</li> <li>• Approval process is within 3 working days</li> <li>• Signing of Agreement and Guarantee Bond</li> </ul>	<ul style="list-style-type: none"> <li>Applicant should be a Sri Lankan citizen who must have income earning.</li> <li>• Client sector/subsector in line with company requirements and Regulatory when lending criteria</li> <li>• All requested facilities are subject to a proper credit evaluation &amp; the facility approval will be at the sole discretion of the company</li> <li>• Asset to be comprehensively insured through licenced Insurance company</li> <li>• Rental payments to be</li> </ul>	<p>Call On: +94 11 5880600</p> <p>Write to: The Manager CRM LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya e-mail on: <a href="mailto:info@lolcfinance.com">info@lolcfinance.com</a></p> <p>Required information to place a complaint</p> <ul style="list-style-type: none"> <li>✓ Name</li> <li>✓ NIC number</li> <li>✓ Mobile number</li> <li>✓ Contract number</li> <li>✓ Vehicle number (if any)</li> <li>✓ Details of the complaint</li> <li>✓ Date of complaint</li> </ul> <p>Customer can get the assistance of Branch Manager to lodge a complaint Complaints without sufficient proof &amp; details will not consider as formal complaint Company will respond to the</p>

## Key Fact Document – SME Products

			<ul style="list-style-type: none"> <li>• Issuance of Delivery Order/ Purchase Order for the subject Asset</li> <li>• Transfer the ownership to the client with the Absolute Ownership to the company</li> <li>• Release of payment to the Supplier</li> <li>• As agreed, customer will pay rentals regularly</li> <li>• Once all commitments settle to the company, asset will be released to the customer with a Deletion Letter of Absolute Ownership</li> </ul>	<p>made on monthly basis at the given due date</p> <ul style="list-style-type: none"> <li>• An additional interest charge/ fee will be calculated/ charged to the customer due to non-repayments in regular manner</li> </ul>	<p>customer with the decision/ solution If a satisfactory solution is not received, such case can be referred to;</p> <p><b>Financial Ombudsman of Sri Lanka</b> No. 143A, Vajira Road, Colombo 5 +94 11 2595625 Email - <a href="mailto:fosril@slt.net.lk">fosril@slt.net.lk</a> Web - <a href="http://www.financialombudsman.lk">www.financialombudsman.lk</a></p>
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Term Loan	<ul style="list-style-type: none"> <li>• This product offered for Brand New/ Unregistered/ Registered motor vehicles, Machineries &amp; Equipment's</li> <li>• Maximum cost of the facility as per CBSL LTV guidelines</li> <li>• Options available to obtain the facility from 12 months (min) to 6 years (max)</li> </ul>	<ul style="list-style-type: none"> <li>• Facility interest rate will be based on the product tariff sheet by ALCO on timely manner</li> <li>• Rates are based on the prevailing rates at the time of the inquiry</li> <li>• Appropriate transfer fee &amp; asset Mortgage rate will be applicable</li> <li>• Relevant Government tax/ stamp duty &amp; other fee/ charges will be applicable, followed Regulators(CBSL) Finance leasing act No.56 of 2020 &amp; Finance business act no.42 of 2011</li> </ul>	<ul style="list-style-type: none"> <li>• Initial discussion with the Customer</li> <li>• Submission of all required documents by the customer proving his/her income, net worth &amp; guarantees</li> <li>• official Valuation report from authorised valuer</li> <li>*internal valuer opinion &amp; Invoice from the client/supplier</li> <li>• Inspection on client /assets conduct by Marketing Officer</li> <li>• Approval process is within 3 working days</li> <li>• Signing of Agreement and Guarantee Bond</li> </ul>	<p>Applicant should be a Sri Lankan citizen who must have income earning.</p> <ul style="list-style-type: none"> <li>• Client sector/subsector in line with company requirements and Regulatory when lending criteria</li> <li>• All requested facilities are subject to a proper credit evaluation &amp; the facility approval will be at the sole discretion of the company</li> <li>• Asset to be comprehensively insured through licenced Insurance company</li> <li>• Rental payments to be made on monthly basis at the given due date</li> <li>• An additional interest charge/ fee will be calculated/ charged to the customer due to non-repayments in regular manner</li> </ul>	<p>Call On: +94 11 5880600</p> <p>Write to: The Manager CRM LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya e-mail on: <a href="mailto:info@lolcfiance.com">info@lolcfiance.com</a></p> <p>Required information to place a complaint</p> <ul style="list-style-type: none"> <li>✓ Name</li> <li>✓ NIC number</li> <li>✓ Mobile number</li> <li>✓ Contract number</li> <li>✓ Vehicle number (if any)</li> <li>✓ Details of the complaint</li> <li>✓ Date of complaint</li> </ul> <p>Customer can get the assistance of Branch Manager to lodge a complaint</p> <p>Complaints without sufficient proof &amp; details will not consider as formal complaint</p> <p>Company will respond to the customer with the decision/ solution</p> <p>If a satisfactory solution is not</p>

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			<ul style="list-style-type: none"> <li>• Issuance of Delivery Order/ Purchase Order for the subject Asset</li> <li>• Transfer the ownership to the client with the Absolute Ownership to the company</li> <li>• Release of payment to the Supplier</li> <li>• As agreed, customer will pay rentals regularly</li> <li>• Once all commitments settle to the company, asset will be released to the customer with a Deletion Letter of Absolute Ownership</li> </ul>		<p>received, such case can be referred to;</p> <p><b>Financial Ombudsman of Sri Lanka</b> No. 143A, Vajira Road, Colombo 5 +94 11 2595625 Email - <a href="mailto:fosril@slt.net.lk">fosril@slt.net.lk</a> Web - <a href="http://www.financialombudsman.lk">www.financialombudsman.lk</a></p>
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Mortgage Loan ( Business and Personal )	<ul style="list-style-type: none"> <li>• This product offered for Commercial /residential property /Building</li> <li>• Maximum cost of the facility as per CBSL LTV guidelines</li> <li>• Options available to obtain the facility from 12 months (min) to 10 years (max)</li> </ul>	<ul style="list-style-type: none"> <li>• Facility interest rate will be based on the product tariff sheet by ALCO on timely manner</li> <li>• Rates are based on the prevailing CBSL SLFR at the time of the inquiry</li> <li>• Appropriate transfer fee &amp; asset Mortgage rate will be applicable</li> <li>• Relevant Government tax/ stamp duty &amp; other fee/ charges will be applicable followed Regulator (CBSL) Mortgage act no.03 of 1990</li> </ul>	<ul style="list-style-type: none"> <li>• Initial discussion with the Customer</li> <li>• Submission of all required documents by the customer proving his/her income, net worth &amp; guarantees</li> <li>• official Valuation report from authorise valuer</li> <li>• Inspection on client /assets conduct by Marketing Officer</li> <li>• Approval process is within 10 working days</li> <li>• Signing of Agreement Guarantee Bond including Mortgage bond</li> <li>• title insurance if required subject for subject Asset /MRP cover for client</li> <li>• Release of payment to the</li> </ul>	<p>Applicant should be a Sri Lankan citizen who must have income earning.</p> <ul style="list-style-type: none"> <li>• Client sector/subsector in line with company requirements and Regulatory when lending criteria</li> <li>• All requested facilities are subject to a proper credit evaluation &amp; the facility approval will be at the sole discretion of the company</li> <li>• Rental payments to be made on monthly basis at the given due date</li> <li>• An additional interest</li> </ul>	<p>Call On: +94 11 5880600</p> <p>Write to: The Manager CRM LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya e-mail on: <a href="mailto:info@lolcfianace.com">info@lolcfianace.com</a> Required information to place a complaint</p> <ul style="list-style-type: none"> <li>✓ Name</li> <li>✓ NIC number</li> <li>✓ Mobile number</li> <li>✓ Contract number</li> <li>✓ Details of the complaint</li> <li>✓ Date of complaint</li> </ul> <p>Customer can get the assistance of Branch Manager to lodge a complaint Complaints without sufficient proof &amp; details will not consider as formal complaint Company will respond to the customer with the decision/ solution If a satisfactory solution is not received, such case can be referred to;</p>

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			<p>Supplier/client</p> <ul style="list-style-type: none"> <li>• registered the deed in Land registry with Ownership to the company</li> <li>• As agreed, customer will pay rentals regularly</li> <li>• Once all commitments settle to the company, asset will be released to the customer with a mortgage discharge documents</li> </ul>	<p>charge/ fee will be calculated/ charged to the customer due to non-repayments in regular manner</p>	<p><b>Financial Ombudsman of Sri Lanka</b> No. 143A, Vajira Road, Colombo 5 +94 11 2595625 Email - <a href="mailto:fosril@slt.net.lk">fosril@slt.net.lk</a> Web - <a href="http://www.financialombudsman.lk">www.financialombudsman.lk</a></p>
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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 Draft	• This product can be offered for Brand New/	• Facility interest rate will be	• Initial discussion with the	• Applicant should be a Sri	Call On: +94 11 5880600

## Key Fact Document – SME Products

	<p>Unregistered/ Registered motor vehicles or properties</p> <ul style="list-style-type: none"> <li>• Maximum cost of the facility restricted as per CBSL LTV guidelines</li> <li>• A revolving loan facility quite similar to an OD facility at banks.</li> <li>• Flexibility in paying Capital amount obtained while servicing the interest portion</li> <li>• Facility tenor in 1 year (min) to 2 years (max)</li> <li>• Flexibility in getting multiple disbursements within the approved limit</li> </ul>	<p>based on the tariff sheet declared by ALCO on timely manner</p> <ul style="list-style-type: none"> <li>• Rates are based on the prevailing rates at the time of the inquiry</li> <li>• Appropriate transfer fee &amp; asset Mortgage rate will be applicable</li> <li>• Relevant Government tax/ stamp duty &amp; other fee/ charges will be applicable</li> </ul>	<p>Customer</p> <ul style="list-style-type: none"> <li>• Submission of all required documents by the customer proving his/her income, networth &amp; guarantees</li> <li>• Valuation report from company panel valuer &amp; Invoice (if applicable) from the supplier for the propose asset</li> </ul> <p>If the asset is a property Title search to be carried out and same should be approved by internal lawyers.</p> <ul style="list-style-type: none"> <li>• Inspection from company Officer</li> <li>• Approval process is within 3 working days for vehicles / properties 3-7 days</li> </ul>	<p>Lankan citizen who is a salaried employee, self-employed or engaged in a business</p> <ul style="list-style-type: none"> <li>• Client profile should be in line with company requirements for lending criteria</li> <li>• All requested facilities are subject to a proper credit evaluation &amp; the facility approval will be at the sole discretion of the company</li> <li>• Asset to be comprehensively insured through licenced Insurance company</li> <li>• Accrued interest payments to be</li> </ul>	<p>Write to: The Manager CRM LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya e-mail on: <a href="mailto:info@lolcfiance.com">info@lolcfiance.com</a> Required information to place a complaint</p> <ul style="list-style-type: none"> <li>✓ Name</li> <li>✓ NIC number</li> <li>✓ Mobile number</li> <li>✓ Contract number</li> <li>✓ Vehicle number (if any)</li> <li>✓ Details of the complaint</li> <li>✓ Date of complaint</li> </ul> <p>Customer can get the assistance of Branch Manager to lodge a Complaint</p> <p>Complaints without sufficient proof &amp; details will not consider as formal complaint</p> <p>Company will respond to the customer with the decision/ solution If a satisfactory solution is not received, such case can be referred to;</p> <p><b>Financial Ombudsman of Sri Lanka</b> No. 143A, Vajira Road, Colombo 5 +94 11 2595625 Email - <a href="mailto:fosril@slt.net.lk">fosril@slt.net.lk</a></p>
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## Key Fact Document – SME Products

			<p>For properties- Mortgage bond to be executed.</p> <ul style="list-style-type: none"> <li>• Signing of Agreement and Guarantee Bonds</li> <li>• Issuance of Delivery Order/ Purchase Order for the subject Asset</li> <li>• If the asset is a vehicle Transfer the ownership to the client with the Absolute Ownership to the company</li> <li>• Release of payment to the Supplier / Lessee</li> <li>• As agreed, customer will pay accrued interest monthly &amp; capital within the agreed period.</li> <li>• Once all commitments settle to</li> </ul>	<p>made on monthly basis at Month end.</p> <ul style="list-style-type: none"> <li>• An additional interest charge/ fee will be calculated/ charged to the customer over the non-repayments according to the agreement</li> </ul>	<p>Web - <a href="http://www.financialombudsman.lk">www.financialombudsman.lk</a></p>
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## Key Fact Document – SME Products

			the company, Original documents will be released to the customer with a Deletion Letter of Absolute Ownership / Cancelled mortgage Bond		
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## Key Fact Document – SME Products

<p>Loan against FD</p>	<ul style="list-style-type: none"> <li>• This product offered against fixed deposits ( Monthly/Maturity)</li> <li>• Maximum cost of the facility- 90% from the FD face value</li> <li>• Options available to obtain the facility Term - 06 months (min) to 36 years (max) Type - Fixed Or Revolving</li> </ul>	<ul style="list-style-type: none"> <li>• Facility interest rate will be FD interest +3.5%</li> <li>• FD Rates are based on the prevailing rates at the time of the inquiry</li> <li>• Appropriate fees will be applicable</li> <li>• Relevant Government tax/ stamp duty &amp; other fee/ charges will be applicable, followed Regulators(CBSL) Finance leasing act No.56 of 2020 &amp; Finance business act no.42 of 2011</li> </ul>	<ul style="list-style-type: none"> <li>• Initial discussion with the Customer</li> <li>• Submission of Loan request documents by the customer Along with the Original FD certificate</li> <li>• Validating conduct by Marketing Operation</li> <li>• Approval process is within 15 Minutes</li> <li>• Signing of Agreement and crediting funds to client LOLC finance saving account</li> <li>• Issuance of Offer letter</li> <li>• Safe keeping the original FD certificate and signed agreement within the branch Custody</li> <li>• As agreed, customer will pay rentals regularly</li> </ul>	<p>Applicant should be a Sri Lankan citizen who must have income earning.</p> <ul style="list-style-type: none"> <li>• Client sector/subsector in line with company requirements and Regulatory when lending criteria</li> <li>• All requested facilities are subject to a proper credit evaluation &amp; the facility approval will be at the sole discretion of the company</li> <li>• Rental payments to be made on monthly basis at the given due date</li> <li>• An additional interest charge/ fee will be calculated/ charged to the customer due to non-repayments in regular manner</li> </ul>	<p>Call On: +94 11 5880600 Write to: The Manager CRM LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya e-mail on: <a href="mailto:info@lolcfiance.com">info@lolcfiance.com</a></p> <p>Required information to place a complaint</p> <ul style="list-style-type: none"> <li>✓ Name</li> <li>✓ NIC number</li> <li>✓ Mobile number</li> <li>✓ Contract number</li> <li>✓ Vehicle number (if any)</li> <li>✓ Details of the complaint</li> <li>✓ Date of complaint</li> </ul> <p>Customer can get the assistance of Branch Manager to lodge a complaint</p> <p>Complaints without sufficient proof &amp; details will not consider as formal complaint</p> <p>Company will respond to the customer with the decision/ solution</p> <p>If a satisfactory solution is not</p>
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## Key Fact Document – SME Products

			<ul style="list-style-type: none"> <li>Once all commitments settle to the company, FD Certificate will be released to the customer</li> </ul>		<p>received, such case can be referred to;</p> <p><b>Financial Ombudsman of Sri Lanka</b>          No. 143A, Vajira Road, Colombo 5          +94 11 2595625          Email - <a href="mailto:fosril@slt.net.lk">fosril@slt.net.lk</a>          Web - <a href="http://www.financialombudsman.lk">www.financialombudsman.lk</a></p>
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Product 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 the product	Complaint Handling Procedure
Gold loan	<ul style="list-style-type: none"> <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 style="list-style-type: none"> <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 and all other statutory charges/fees for financial services applicable</li> <li>Exception (if any) of Government tax/stamp duty and all other statutory charges/fees applies appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Initial discussion with the Customer on request of a facility.</li> <li>Customer should submit the documents to identify himself &amp; permanent residency <ul style="list-style-type: none"> <li>Customer should fill the KYC form</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>The company has the right to sell the gold articles which are not redeemed within the agreed period after due notice to the customer</li> <li>The company reserves the right to increase the rate of interest or change the conditions after the agreed period</li> <li>The gold loan ticket must be</li> </ul>	<ul style="list-style-type: none"> <li>Mortgage Act No. 6 of 1949</li> </ul>	<ul style="list-style-type: none"> <li>Customers can place a complaint by following steps; <ul style="list-style-type: none"> <li>✓ Visit the branch the facility is obtained and make a written complaint to the Branch Manager.</li> </ul> </li> <li>If a solution is not given; <ul style="list-style-type: none"> <li>✓ Write to: The Manager, SME Business Unit,</li> <li>✓ LOLC Finance PLC. 100/1,</li> <li>✓ Sri Jayawardanapura Road, Rajagiriya</li> <li>✓ Call On: Hot line: +94 11 5715555</li> <li>✓ E-mail On: <a href="mailto:info@lolcfinance.com">info@lolcfinance.com</a></li> </ul> </li> <li>Required Information to Place a complaint; <ul style="list-style-type: none"> <li>- Name</li> <li>- NIC Number</li> <li>- Mobile number</li> <li>- Email address (if any)</li> </ul> </li> </ul>

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				<p>surrendered to redeem the gold articles</p> <ul style="list-style-type: none"> <li>• Loss of the gold loan ticket should be immediately brought to the notice of the company. In such instances or in the event of the demise of the customer, the person redeeming the article should be substantiating his/her claim by submitting an affidavit and other documents acceptable to the company</li> </ul> <p>The notice prior to the sale of gold articles should be sent to the given address</p> <ul style="list-style-type: none"> <li>• The customer should comply with the rules &amp; regulations presently in force in the company</li> </ul>		<ul style="list-style-type: none"> <li>- Contract/Account Number</li> <li>- Details of complaint</li> <li>- Date of Complaint</li> </ul> <p>✓ Customers Can get assistance from Branch Manager to lodge a complaint, the complaint can be lodge via any channel described above.</p> <p>Anonymous complaints, without sufficient proof and information related to the complaint will not be considered as a formal complaint.</p> <p>Acknowledgment of complaints</p> <ul style="list-style-type: none"> <li>✓ An email containing will be sent to the customer acknowledging the complaint has been received and has been forwarded to the respective authority for further action.</li> <li>✓ The message will also state the number of days within which LFP hopes to resolve the complaint.</li> </ul> <p><b>Complaint Investigation</b></p>
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## Key Fact Document – SME Products

				<p>with regard to the gold articles</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• The customer should notify the company any change of address</li> </ul>		<ul style="list-style-type: none"> <li>✓ LOLC FINANCE will respond to the customer with the decision and offer an 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> </ul> <p>✓ Website details; www.lolcfinance.com</p> <p>if a satisfactory resolution is not received, the case can be referred to;</p> <p>✓ <b>Financial Ombudsman of Sri Lanka</b> Address: No 143A, Vajira Road, Colombo 5 Telephone: +94 11 2595624 Fax: 94 11 2595625 Email: fosril@slt.net.lk Website: www.financialombudsman.lk</p>
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