

Key Fact Document – iPay

Product Name	iPay
Eligibility	An individual age 18 years and above having an local mobile number
Features/ Benefits of the product	<p>User</p> <ul style="list-style-type: none"> • Online real-time access to funds • Pull funds from other bank accounts via JustPay • Associate payment cards and CASA as payment sources • Pay utility bills • Mobile reloads • Open Digital Savings and Fixed Deposit Accounts • Send gifts to friends • Channel a doctor • Transfer money to any bank account in Sri Lanka • Pay with Lanka QR • Schedule payments • Access the Marketplace within your location • Split and pay bills • Search and pay via mobile number • Request funds from a friend • Track spending • Salary Advancement feature (OYES) • iParking • Insurance • Obtain CRIB Reports • Deals feature to showcase card offers <p>Merchant</p> <ul style="list-style-type: none"> • Accept QR payments • Convert user account to a business QR account • Request payments through a link (Pay By Link) • Advertise services and products in iPay Marketplace • Real-time settlement of merchant transactions
Required Documents	<p>User</p> <ul style="list-style-type: none"> • NIC / Passport / Driving License • Billing proof (if required) • Email ID • Selfie <p>Merchant:</p> <ul style="list-style-type: none"> • Merchant Application • NIC / Driving License <p>Proprietorship/Partnerships</p> <ul style="list-style-type: none"> ○ Business Registration ○ Proprietor information / Partnership deed <p>Corporations/Limited Liability Companies</p> <ul style="list-style-type: none"> ○ Copy of Certificate of Incorporation ○ Copy of form 40 ○ Board resolution ○ Copy of form 20

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Applicable Fees & Charges	https://www.ipay.lk/faq
Procedure to be followed to open a iPay user / Merchant account	<p>User:</p> <ol style="list-style-type: none"> 1. Download the iPay user app via Play Store, Apple Store or Huawei. 2. Fill in the required details and submit. <p>Merchant:</p> <ol style="list-style-type: none"> 1. Download the Merchant application via the iPay website or obtain through a LOLC Finance Branch. 2. Submit the filled application with supporting documents mentioned in the Merchant Application to the nearest LOLC Finance Branch. 3. Upon approval, merchant will receive user credentials on the registered mobile. 3. Download the iPay merchant app via Play Store, Apple Store or Huawei. 4. Enter the provided user credentials and complete the merchant app registration to start accepting payment.
Main Terms and conditions	https://objects.ipay.lk/resources/ipay_end_user_agreement.html
Complaint/ Request Handling Procedure	<ul style="list-style-type: none"> • All complaints or requests can be lodged through call centre, emails or LOLC Finance branches. • Call centre will be the first point of contact in complain/request handing. • Call Centre will lodge the complaint/request in the OASYS system and a ticket will be generated with details and assigned to the relevant department. • iPay will require the following information to investigate the complaint/request. <ul style="list-style-type: none"> ○ Customer Name ○ Identification No ○ Mobile Number (iPay) ○ Transaction Date ○ Transaction Amount • Relevant department will investigate the complaint/request and contact the customer with the required feedback.