

ProductName	Financial & other benefits including any incentives & promotions	Fees/ Charges, Commission, interest etc.	Procedure to be followed to obtain Product/ Service	Key Terms & Conditions	Complaint Handling Procedure
Motor Bicycle Lease	<ul style="list-style-type: none"> Eligibility to receive complimentary items (Subjected to change according to the ongoing promotions) 	<ul style="list-style-type: none"> Rates as per tariff sheet decided by the ALCO. All Applicable statutory and other charges/fees. 	<ul style="list-style-type: none"> Customers who are willing to obtain financial facility may visit the Branch Network/ Contact the relevant company personnel as per the marketing material. Client submit the Facility application along with all supporting documents. Credit Appraisal. Marketing executive make the client visit (Residential/ Business) as part of the client evaluation. Facility Approval and Disbursement. 	<ul style="list-style-type: none"> The applicant should be Sri Lankan within the legally acceptable age limit to obtain a finance facility. Applicant can be a salaried employee or self- employed. Client profile should be in line and meet the requirements as per the company lending criteria. All facility requests are subject to a credit evaluation and all facility approvals will be at the sole discretion of the company. On an event of Nonrepayment as per the agreement, customer is liable to pay all the late payment fees/charges/ interest charged on behalf of the same to the company. 	<ul style="list-style-type: none"> Customer can complaint directly through common hotline <ul style="list-style-type: none"> Call on: +94 11 5880600 Write to: The Manager CRM LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya. E-mail on: info@lolcfiianace.com Required information to place a complaint <ul style="list-style-type: none"> Name NIC number Mobile number Contract number Details of the complaint Date of complaint Customer visit any branch and can drop the complaint to the complaint box Customer can visit the head-office with the complaint. Can direct to financial ombudsman if the above methods do not work. <p>Financial Ombudsman of Sri Lanka No. 143A, Vajira Road, Colombo 5 +94 11 2595625 Email - fosril@slt.net.lk Web - www.financialombudsman.lk</p>