



KEY FACT DOCUMENT



LANAKA CREDIT AND BUSINESS FINANCE PLC

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CASH BACKED FACILITIES

Description: Cash backed loan facility is the best way to get money for your urgent needs without withdrawing your FD's and savings balances placed with us.

| Product/ Service | Benefits Incentives/ Promotions | Interest / Charges | Procedures to be Followed | Major Requirements / Conditions |
|----------------------------------|---|--|---|--|
| CASH BACKED LOANS | <ul style="list-style-type: none"> Speedy service at your door step. Flexible repayment method. Personalized service through trained staff. LTV-Maximum up to 90% of the FD Value (Conditions apply) Minimum documentation | Rate of interest will be 3% over and above the deposit rate. | <ol style="list-style-type: none"> Duly completed application form Surrender of Deposit, Receipt or Savings pass book Copy of NIC or Valid Passport with NIC Number Letter of Set-off | <ol style="list-style-type: none"> Mark lien in the system and Record on Receipt or Pass Book as Appropriate Maximum period 5 years Age over 18 years |

This document serves to comply with the requirements of the Finance Customer Protection Framework issued by the Central Bank of Sri Lanka Direction

No 1 of 2018.

LOANS SECURED BY IMMOVABLE PROPERTIES (BUSINESS OR HOUSING)

| Product / Service | Benefits Incentives / Promotions | Interest / Charges | Procedures to be Followed | Major Requirements / Conditions |
|---|--|---|---|--|
| Housing Loan / Business (Immovable Property Free hold) | <ul style="list-style-type: none"> • Speedy approval and disbursement. • Loan to Value Ratio 70% of FSV of Property. • Fire and Burglary Insurance cover (if applicable) • Personalized service through an experienced staff. • Very competitive rates in line with the market rates. | <p>1. Penal Interest of Additional 3% if the repayments are irregular only.</p> <p>2. Interest Rate: Effective Rate (ER) – Varies according to the Past Payment Record, Repayment Capacity & the Collateral offered as security.</p> <p>3. Documents Charges/Search Fees/ Valuation fees /Insurance charges / rates & taxes enforce.</p> <p>4. Legal Charges and Stamp Day.</p> | <p>1. Applicant should clearly establish the income and ability serve the monthly rentals of the intended facility.</p> <p>2. Credit disciplinary will be justified based on the CRIB report of the applicant and spouse.</p> | <p>1. Original Title Deed with Title report</p> <p>2. Valuation report (to be done by the approved panel valuers) /Property Inspection Report</p> <p>3. Original Approved Survey Plan with 10years</p> <p>4. Extracts of Encumbrances</p> <p>5. Local authority – (Street line- / non-vesting- & ownership Certificate.</p> <p>6. Approved Credit Paper</p> <p>7. Offer Letter (Accepted)</p> <p>8. Loan Agreement</p> <p>9. If Construction is involved Approved Building Plan</p> <p>10. Bill of Quantities'</p> <p>11. Certificate of Conformity</p> <p>12. Certificate of Conformity on completion of construction</p> <p>13. Audited accounts in the case of Business Establishments</p> <p>14. Income Tax Particulars</p> <p>15. Mortgage Protection Policy</p> <p>16. Vehicle CR 1:2 times with immovable mortgage.</p> |

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LOANS AGAINST PERSONAL GUARANTEES

| Product / Service | Benefits Incentives/ Promotions | Interest / Charges | Procedures to be Followed | Major Requirements / Conditions |
|---|--|---|--|---|
| Loans Against personal Guarantees (Joint and Several) | Short Term Loans Fast Approval Process Personalized service through a trained Sales team and branch staff. A savings account is to be opened for all clients. Flexible Repayment plan. Very competitive rate in line with the market. | <ol style="list-style-type: none"> Rates our website for the applicable rate of Interest. Penal Interest of additional 3 % p.a if the repayments are irregular only. Documentation Charges/ Search Fees / Insurance charges/rates & taxes enforce. | <ol style="list-style-type: none"> Duly completed loan application form together with, Copy of NIC of applicant, Residence proof/billing proof, Loan estimate /loan purpose, Income proof - J/Borrower's NIC, BR copy (if available), last six-month bank statements (if available) Guarantors Statement Statement on Assets and Liabilities of Borrower/s & Guarantor/s Security Documents will be done once the facility is approved | <ol style="list-style-type: none"> Customer's & Guarantor/s CRIB status should be acceptable to the company. The applicant should be Sri Lankan within the legally acceptable age limit to obtain a 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 subjected to a credit evaluation and all facility approvals will be at the |
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GOLD LOAN

Apart from our extensive range of financial services, one of our most well-liked products in the Sri Lankan market is a service we call "Gold Loan." For your convenience, all of our branches provide the LCBF Gold Loans service. This will assist our esteemed clients in quickly meeting their short-term working cash needs to maintain a smooth operation of their businesses.

| Product/ Service | Benefits Incentives/ Promotions | Interest / Charges | Procedures to be Followed | Major Requirements / Conditions |
|--|--|--|---|--|
| GOLD LOAN Providing instant Loan facility to the agreed period with the pledge of Gold, article. | <ol style="list-style-type: none"> Maximum advance amount based on the best value in the market Very attractive and competitive rates compare to the prevailing market rates No hidden costs or chargers in addition to the interest charged Faster service and safekeeping of your valuable gold items Flexible Repayment Options available for 1, 2, 3, 6, 9 and 12 months based on your preferences Minimal Documentation SMS services to reduce the delivery time You can repay after receiving profits from your Crop, or after harvesting Relevant Gold article will be taken as a security | <ol style="list-style-type: none"> Advance as a percentage of Gold value Interest rates are based on the market conditions, & subject to revision from time to time (please refer our website for the Interest rates). Other charges are also based on the , advance amount and the market conditions, subject to revise from time to time. | <ol style="list-style-type: none"> Should provide a valid National Identity Card (NIC)/Driving License/passport. . After verifying the pledging gold articles weight, caratage the advance amount will be decided. Gold Loan Ticket /Receipt | <ol style="list-style-type: none"> Sri Lankan Nationals over 18 years of age holding a valid National Identity Card / Valid passport / Driving license Minimum facility of Rs.10,000/- Gold Loan advance based on the value of gold, articles pledged. . The facility will be available at the terms and conditions of the company of all required documents |

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LEASING & POWER DRAFT

| Product / Service | Benefits Incentives/ Promotions | Interest / Charges | Procedures Followed | Major Requirements/ Conditions | Complain handling procedure |
|-------------------|--|--|---|---|---|
| LEASING | <p>Purchase of brand new/reconditioned/ registered vehicles.</p> <p>No hassle on documentation</p> <p>Requires no previous Account relationship with the company.</p> <p>Personalized & friendly service through a well-trained staff.</p> <p>Competitive interest rates</p> <p>Processed within a day</p> <p>Easy repayment scheme to suit your budget.</p> | <p>Interest / Charges Procedures to be Followed</p> <p>Fixed interest rate. (Rate varies between 18% - 23%)</p> <p>Interest rate will depend on the client's credit worthiness, Vehicle Age and Marketability.</p> <p>Document charges, Stamp duty to be paid to the government, VAT (if applicable).</p> <p>Penal rate will be calculated based on the number of days in arrears.</p> | <p>Duly completed application form, copy of ID card/ Driving License</p> <p>Investigation Process</p> <p>Physical Identification</p> <p>Documentary evidence is required for investigation purposes of the credit evaluation process.</p> <p>Collect information from relevant parties Analysis Past payment records analysis (CRIB/ Payment History)</p> | <p>Facilities for Individual and Corporate clients</p> <p>Should be a resident of Sri Lanka</p> <p>Age Group from Over 18 years to 60 years</p> <p>Security absolute ownership of Asset financed,</p> | <p>All the complaints are handled in a manner that the personal information of the complainant is always kept confidential.</p> <p>When resolving a complaint, every reasonable effort to investigate all the relevant circumstances are taken</p> <p>As a practice, the final response is given to the</p> |

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|--------------------|---|---|---|---|-----------------------------|
| | Term can be arranged up to 5 years. | Current applicable penal rate is 4% per month. and it is calculated on daily basis. RMV charges are collected from client and paid to RMV. | with LCB) Vehicle will be inspected physically. Business Registration (For Business Clients) Certificate of Incorporation (For Limited Liability Companies), Copies of Form 1, 18 and latest copies of form 15,20 (For Limited Liability Companies), Memorandum and Articles (For Limited Liability Companies) | Personal guarantors If applicable CRIB Report Copy of NIC | complainant within 45 days. |
| POWER DRAFT | Cars/ Van/ SUV Double cabs only Yom tube 15 yrs Before the year to Approval Term restrict to 1 year | 70% - 23% 60- 69% -22% 50- 59% -21% > 50 – 20% | All the other required documents are games lease facility | | |

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“SIHINA” AYOJANA (Investment Savings)

| Product/ Service | Benefits Incentives/ Promotions | Interest / Charges | Procedures to be Followed | Major Requirements / Conditions |
|--|---|--|---|---|
| <p>This is a product designed for a customer to set aside a fixed amount of savings every month to achieve a target amount at the end of an agreed period (Minimum of 1 year and a maximum of 3)</p> | <ol style="list-style-type: none"> 1. A monthly savings commitment to reach a targeted amount at the end of agreed period. 2. Interest calculated daily and added to the account monthly. 3. Deposit insurance coverage available. | <ol style="list-style-type: none"> 1. Interest rates are based on the market conditions, & subject to revise from time to time. 2. Converted to a smart savings account, if agreed monthly savings amount is not deposited. 3. When Pre mature account closure, applicable interest rate will be only the prevailing LCB “Smart” savings interest rate. | <ol style="list-style-type: none"> 1. Mandate should be duly completed with monthly agreed amount 2. KYC Requirements should be completed 3. Copy of NIC in the absence Driving License or passport which carries the NIC Number 4. Withholding Tax Declaration | <p>Sri Lankan Resident</p> <p>Over 18years</p> <p>Pass Book</p> |

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(Savings accounts with no transactions for Two year are classified as Dormant Accounts. - A duly filled Dormant Account Activation Form along with identity confirmation is required to reactivate a dormant account.

SMART, RAJINI & PODITHTHA

| REQUIRED | CRITERIA | COMMENTS |
|--|--|--|
| SMART RAJINI | <u>SMART/RAJINI</u> <ul style="list-style-type: none"> • Duly completed LCB Finance PLC Savings Mandate / Identification Document (NIC/PP/NDL) & KYC Document. • Copy of recent utility bill/ Bank statement to establish or change the residential address | <u>SMART/RAJINI</u> <ul style="list-style-type: none"> • Individuals who are Citizens/ Resident / Dual Citizens of Sri Lanka and age above 18 years. |
| <p style="text-align: center;">FACTORS TO CONSIDER OPENING & MAINTAIN SAVING ACCOUNT</p> <ul style="list-style-type: none"> • Initial Deposit Rs.500 • Minimum Balance Rs.500 should be maintained to earn interest • Interest will be calculated on daily basis and will be credited to the account at the end of the month. • Cash withdrawal allowed from any Branch solely by the account holder. Third party withdrawals are not permitted. • Value added services will be provided on request. • Cheque deposits into the saving account will be at the sole desecration of the management. • Customer should check entries relating to deposits/ Withdrawals and Balances. • Passbook or statement account will be issued at the request of the customer. <p style="text-align: center;">Savings accounts with no transactions for Two year are classified as Dormant Accounts. - A duly filled Dormant Account Activation Form along with identity confirmation is required to reactivate a dormant account.</p> | | |

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Minor Savings - PODITHTHA

- a. Copy of recent utility bill/ Bank statement to establish or change the residential address PODITHTHA
- b. Mandate/ Birth certificate.
- c. Parent/ Guardian Identification Document (NIC/PP/NDL) & KYC PODITHTHA Accounts will be opened for children below 18 Years of age, parent or guardian as Signatory
- d. Minor account Withdrawals are not allowed until the minor turns 18 years.
- e. Minor account can be transferred to another Bank or Finance Company on completion of 60 Months from the date of first deposit at the request of Parent/Guardian
- f. Withdrawals are permitted for a justifiable reason, such as medical & education of the minor, for a justifiable reason acceptable to LCB finance.
- g. Lost/damaged passbook indemnity should be submitted.
- h. Deposit insurance coverage available.
- i. Duly completed LCB
- j. Individuals who are Finance PLC Savings Citizens/ Resident/ PODITHTHA Mandate /Identification Dual Citizens of Sri Document (NIC/PP/NDL) & Lanka and age above KYC Document. 18 years.
- k. Copy of recent utility bill/ Bank statement to establish or change the residential address PODITHTHA

RE-CLASSIFICATION OF MINOR'S SAVINGS ACCOUNTS

When a Minor becomes a Major (Reaches the age of 18 years), the account needs to be reclassified. The procedure about the re-classification is as follows:

1. The depositor should complete a Normal Adult Savings Mandate format.
2. Obtain a copy of the National Identity Card.
3. CIF, KYC, Withholding Tax Declaration, and Beneficial Owner Declaration formats should be completed by the depositor.
4. The existing "Podiththa" mandate of the Minor Savings Account should be filed with the new mandate.
5. Record specimen signature for UV verification.
6. The "Podiththa" Minor Savings Pass Book should be surrendered and cancelled.
7. **Close the existing "Podiththa" account in the system and open a new Adult Normal Savings Account. Issue a new Pass Book backed by the new account number.**
8. The account will be treated as operational only upon completion of requirements Nos. 1 to 7 above.

FIXED DEPOSIT

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|---|--|
| Key Features and benefits to financial consumers | <ul style="list-style-type: none"> • Interest rates are based on the tenure starting from 1 month to 60 months. • Interest will be paid at maturity or monthly as per the choice of the customer. • Ability to obtain loan facilities up to 80% (if interest paid monthly) and 85% (if interest paid at maturity) from the Fixed Deposit value. |
| Minimum Balance requirement | Rs. 10,000/= |
| Opening Fee | No opening fee |
| Maintenance Fee | No maintenance fee |
| Deposit insurance Coverage | Maximum up to Rs. 1,100,000 based on the amount deposited. |
| Restrictions on opening account/closing account/ transfer of funds by customers | <ul style="list-style-type: none"> • A Sri Lankan resident over the age of 18 years is allowed to open Fixed Deposit accounts. However minor Fixed Deposits are accepted along with a guardian as a joint depositor. • If the age of the deposit holder is below 18 years, deposits cannot be withdrawn until the minor account holder attains age of 18. • A Power-of-Attorney is mandatory to perform any change to the initial instructions given with regard to the Fixed Deposit, if the depositor resides abroad. • Sri Lankans who do not hold a valid National Identity Card / Passport • Foreigners who do not hold residence visa in Sri Lanka. • Interest applicable for premature withdrawals/ early withdrawals will be made as per the direction no.1 of 2019 of the CBSL Sri Lanka. |
| Procedures for unauthorized or mistaken transactions | Any lost due to internal fraud the depositor will be paid the amount of the Fixed Deposit + interest due. |

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COMPLAINT HANDLING PROCEDURE

The following methods are available to customers to lodge complaints

Mr. W.D. Mangala Hasitha Wewita
Head of Compliance
Lanka Credit and Business Finance PLC
No.76, S. DE. S. Jayasinghe Mawatha, Kohuwala
Call - 011 282 5404 / 05 / 06 (Ex-207)
Mobile - 076 098 8086
Email - mangala@lcbfinance.lk

The Financial Ombudsman of Sri Lanka

Financial Ombudsman
Office of the Financial Ombudsman,
143 A, Vajira Road,
Colombo 05.
Contact Number: +94 11 259 5624
Telefax: +94 11 259 5625
Email: fosril@sltnet.lk
Website: www.financialombudsman.lk