

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
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 authorise 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> <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>	<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 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@lolcfianace.com">info@lolcfianace.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 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@sltnet.lk">fosril@sltnet.lk</a> Web - <a href="http://www.financialombudsman.lk">www.financialombudsman.lk</a></p>