

Product Type	Loan Amount / Repayment Period	Interest Rate & Charges	Process in Brief	Basic Eligible Criteria	Complain Handling Management
Loan for Business Development	<ul style="list-style-type: none"> <li>Repayment period of loan 12 - 72 months</li> <li>Loan amount Rs. 200,000 – 3,000,000.</li> </ul>	<ul style="list-style-type: none"> <li>Prevailing rates will be available on the inquiry</li> <li>Penal Interest: - 5% per Month</li> <li>Fees /charges: - Documentation fee – Rs.10,500</li> </ul>	<ul style="list-style-type: none"> <li>Customers who are willing to obtain a facility can also visit the branch network or contact a relevant marketing personnel and make the request.</li> <li>Customers may also contact our hotline on <b>1317</b> for further assistance or to make a request.</li> <li>Client should submit the facility application along with all supporting documents.</li> <li>Credit appraisal.</li> <li>Marketing Executive make the client visit (Residential/Business) as part of the client evaluation.</li> <li>Facility approval and disbursement.</li> <li>Loan Protection Insurance cover will be obtained, and the corresponding premium amount will be repaid through the loan monthly instalment.</li> </ul>	<ul style="list-style-type: none"> <li>The applicant should be a Sri Lankan within the legally acceptable age limit to obtain a finance facility.</li> <li>Applicant can be salaried employee or self-employed or running a medium scale Business.</li> <li>Client profile should be in line and meet the requirements as per the company lending criteria.</li> <li>All facility requests are subject to a credit evaluation and all facility approvals will be at the sole discretion of the company.</li> <li>On an event of Non-Repayment as per the agreement, customer is liable to pay all the late payment fees/ charges/ interest charged on the same to the company.</li> </ul>	<ul style="list-style-type: none"> <li>Mortgage Act No. 3 of 1990</li> <li>Customer can complaint directly through common hotline. <ul style="list-style-type: none"> <li><b>Call on:</b> 1317</li> <li><b>Write to:</b> The Manager Head of Customer Service LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya.</li> <li><b>E-mail on:</b> <a href="mailto:info@lolcfianace.com">info@lolcfianace.com</a></li> </ul> </li> <li>Required information to place a complaint Name <ul style="list-style-type: none"> <li>NIC number</li> <li>Mobile number</li> <li>Contract number</li> <li>Details of the complaint</li> <li>Date of complaint</li> </ul> </li> <li>Customer may raise any complaint with the Head Office or the relevant Branch Manager.</li> <li>Can direct to financial ombudsman if the above methods do not work.</li> </ul>

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