



KEY FACTS DOCUMENT

This document provides key information in regard to Deposits & Lending products offered to the prospective customers by Softlogic Finance PLC (SF PLC). The company reserves the right to amend, delete and add any of the stated terms, conditions and related fees and charges at any time.

01) Deposit Products Summary

(a) Introduction

Softlogic Finance PLC(SF PLC) provides Fixed Deposits (popularly known as FDs) a financial instrument in which the Customer can invest funds for an agreed Fixed Term with a higher rate of interest compared to a Regular Savings account . FDs are offered for tenor of 1 to 60 months on a case-by-case basis. SF PLC accepts FDs only in LKR. Interest on FDs may be paid at maturity of the deposits, or on a periodic basis as agreed with the company at the time of the placement. A FD can be opened by submission of a completed FD application form of the company along with the With Holding Tax Declaration & KYC details for which the forms will be provided by the company.

(b) Withholding Tax

Investments in FDs are subject to withholding tax, which may be deducted by the company. Interest income earned by corporates may also be subject to income tax and any other government levies. The customers are free to obtain independent advice with regard to treatment of taxation and interest without reliance to any material provided by the company.

(c) Cancellation

The investor may choose to withdraw a deposit prior to its contracted maturity date. In such instances the customer should submit a written request. The SF PLC may agree to such requests based on market conditions prevailing at the time and will be subject to penalties and charges on account of such premature withdrawal. In the event of a premature withdrawal the customer may receive an Interest Rate lesser than that of initially agreed. (This will not be applicable to 4 in 1 and 5 in 1 FDs.)

(d) Charges and Fees

There are no charges directly applicable on placing FDs. Investments are conducted at rates published by SF PLC time to time.

Product	Features	Benefits
4 IN 01 FIXED DEPOSITS	<ul style="list-style-type: none">• It has 4 maturities (customers eligible to uplift the FD at 03 months, 6months, 9 months prematurity or its maturity.• Maximum Period is one year.	<ul style="list-style-type: none">• No premature interest rate penalty will be applied

**5 IN 01
FIXED DEPOSITS**

- 5 maturities in 1 FD
- It's a 5 year fixed deposit product with 05 maturity options.

- Customer eligible to uplift at the maturity (5years) or after one year at any time with the pre-agreed interest rates without any penalty.

Period	Rate of interest	
	At Maturity	At monthly
year 01	12.11%	10.50%
year 02	13.11%	11.50%
year 03	13.11%	11.50%
year 04	14.61%	11.50%
year 05	14.61%	11.50%

**Senior Citizens are eligible for 1% in addition to above rates.
Form the above.**

- In case of withdrawal before completion of one year, interest will be paid at the interest rate of completed months applicable at the time of investment.
- Cash back loan can be arranged at 3% over and above 5 year interest rate maximum up to 90% of the fixed deposits value

Fees / Commissions & Other charges

No	Criteria	Fixed deposit	Savings Accounts
01	Minimum balance requirements	Rs.5,000/=	Rs.1000/=
02	Account maintenances fees	No maintenances fee applied	No maintenances fee Applied
03	Account closer Fees	Apply savings rate of 6.00% -Normal or 6.50% - senior citizen for pre maturities of Fixed deposits for completed months, after the completion of 01 month period only.	No
04	Availability of the deposit insurance coverage	Yes .As per the Deposit Insurance and Liquidity support scheme –Circular No 01/2018 issued by CBSL Resolution and enforcement Department , a total Insured deposits to a depositor with a maximum of Rs.600,000.00	Yes .As per the Deposit Insurance and Liquidity support scheme – Circular No 01/2018 issued by CBSL Resolution and enforcement Department , a total Insured deposits to a depositor with a maximum of Rs.600,000.00

Restrictions on opening of fixed deposits Accounts

- Fixed deposits cannot be opened for Minors, unless it is jointly with a Guardian.
- Applicants on residential Visa can open fixed deposits and saving accounts and operate only up to the expiry of such Visas.
- No foreign currency Accounts can be opened.
- Carry out Special attention on the PEPs ,NGOs and Nonresidents.

Policies & procedures on dormant accounts

1. Classification - savings

Accounts which have no Debit transactions although it has only Credit transactions for more than 2 years, are classified as Dormant Accounts.

As such on the 25th month account gets locked. After it is classified as dormant only credits are allowed but no withdrawals.

2. Reactivation of Dormant Accounts/Inactivate accounts

If a customer wants to activate his/her dormant savings account or wants to withdrawal then the following process will need to be followed.

- Customer will need to visit the branch personally.
- His/her identity needs to be established. (NIC & KYC document need to be examined)
- Signature validated
- Customer's Request letter
- In joint accounts both must sign the Request letter.
(If the account to be operated jointly.)

All withdrawals from Dormant Accounts will be referred to Head Office for approval.

02) Lending Products Summary

2.1 Loans

Softlogic Finance PLC (SF PLC) the lender provides the borrower with a certain amount of funds, for an agreed period. This is a contract between the borrower and the lender. The Loans are a structured form of borrowings which are frequently intended for general corporate or personal requirements and may be intended to finance specific transactions, specific assets and the funding requirements that this generates. Interest is charged on the outstanding balance at an agreed rate and repayment of principal may be made in installments or by bullet repayments, according to a pre-agreed schedule. Interest is charged on outstanding balances.

Product	Product Features	Nature of the Products	Penalty Rate	Terms & Conditions	Charges	Commission
SME	<p>1. Maximum Tenure: 24 Months /Minimum Tenure : 3 months</p> <p>2. Security-Personal guarantees, Postdated chques & tangible securities for amounts over Rs. 5Mn.</p> <p>3. Collecting PD cheques for entire period is compulsory prior to disbursement</p> <p>4. Minimum loan amount Rs.1Mn</p> <p>5. Interest rate : 20% to 24%</p>	<p>1. Short term product.</p> <p>2. Grant Only for business purposes</p> <p>3. Fixed interest rate, Monthly Equal Installment basis only.</p> <p>4. Granting for SME businesses</p>	Interest Rate + 3%	<p>1. Minimum Business vintage : 3 years</p> <p>2. Borrower should have maintained Highly operative and satisfactorily conducted Current Account for the recent 6</p> <p>3. Two Personal guarantees will be considered</p> <p>4. Clear CRIB records</p> <p>5. No cheque returns (Tolerance of maximum two cheque returns during last six months considering the volumes)</p> <p>6. Maximum loan amount should not exceed 25% of the total existing borrowings</p>	<p>Processing Fee : Rs.550 per Rs.100,000/-</p> <p>CRIB charges - Rs.1300/-</p>	N/A
Atha Hitha	<p>1. Maximum Tenure - 12 Months/Minimum Tenure - 6 months</p>	<p>1. Short term product.</p>	Interest Rate + 3%	<p>1. Minimum Business vintage 3 years</p>	<p>Processing Fee 1% Of loan amount</p>	N/A

	<p>2. Securities – Personal guarantee and Postdated cheques.</p> <p>3. Collecting PD cheques is compulsory prior to disbursement</p> <p>4. Minimum Loan Amount Rs.250,000/-</p> <p>5. Interest rate : 47%</p>	<p>2. Grant Only for business purposes</p> <p>3. Fixed interest rate, Monthly and weekly Equal Installment basis only</p> <p>4. Granting for Small businesses under business name as well as personal name of the business owner.</p>		<p>2. Borrower should have maintained Highly operative and satisfactorily conducted Current Account for the recent 6</p> <p>3. Two Personal guarantees will be considered including one facility member</p> <p>4. Clear CRIB records</p> <p>5. No cheque returns in last 3 months</p> <p>6. Last 6 months borrowings should not exceed 30% of total borrowings</p> <p>7. Permanent residence within 50 Kms from the branch</p> <p>8. KYC documents</p>	<p>CRIB charges - Rs.1300/-</p>	
Mortgage Loans	<p>1. Maximum Tenure - 60 Months/Minimum Tenure - 3 months</p> <p>2. Security- Mortgage over immovable or movable property</p> <p>3. Minimum loan amount Not</p>	<p>1. Medium term product.</p> <p>2. Grant for business purposes and personal purposes</p> <p>3. Fixed interest rate, Monthly Equal or structured</p>	<p>Interest Rate + 3%</p>	<p>1. Should be an established business or Professional person.</p> <p>2. Valuation to be obtained from registered valuer.</p> <p>3. Will be checked 30 years of pedigree and clear title Via Title</p>	<p>Processing Fee Rs.10,000/- to Rs.40,000/-</p> <p>CRIB charges - Rs.1300/-</p> <p>Insurance -as applicable</p>	N/A

	<p>defined</p> <p>4. Maximum loan amount -not defined</p> <p>5. Interest rate : 20% to 24%</p> <p>6. Loan amount should be 70% of Forced sale value of the property</p>	<p>Installment basis.</p> <p>4. Granting for businesses as well as for individuals</p>		<p>Report</p> <p>4.Title Insurance will be obtained when needed</p> <p>5. Comment on title to be confirmed by the internal Legal Officer</p> <p>6. The Execution of the Mortgage bond and the checking of relevant documents pertaining to the mortgage will be done by the legal department.</p> <p>7. Branch Manager/Marketing Officers Visit report to be submitted.</p> <p>8. CRIB Clearance</p> <p>9. KYC documents</p>		
Education Loan	<p>1.Maximum Tenure - 60 Months</p> <p>2.Security-Personal Guarantees or Vehicle/ Property Mortgages</p> <p>3. Minimum loan amount Rs.150,000/-</p> <p>4. Maximum loan</p>	<p>1. Medium term product.</p> <p>2.Grant for Local and overseas Education Purposes</p> <p>3. Fixed interest rate, Monthly Equal or structured Installment basis.</p> <p>4. Can grant in stages</p>	<p>Interest Rate + 3%</p>	<p>1. Should be a professional person, salaried person or established businessman.</p> <p>2. Age has to be 20 to 65 years</p> <p>3.An offer letter from education institution to be obtained</p> <p>4. CRIB Clearance</p>	<p>Processing Fee - 0.5% of loan amount</p> <p>CRIB -Charges- 1300/-</p>	<p>N/A</p>

	<p>amount -Rs.10Mn</p> <p>5. Interest rate : 18%</p> <p>6. Maximum 80% of the course fee will be financed.</p>	<p>5. Granting to student or parents who has repayment capacity</p>		<p>5. KYC documents</p> <p>6. If Property mortgage obtain as a security, the same terms and conditions applicable for mortgage loan to be applied here also</p> <p>7. Branch Manager/Marketing Officers Visit report to be submitted.</p>		
<p>Group Personal Loan (GPL) & Personal Cash Loan(PCL)</p>	<p>1. Maximum Tenure - 48 Months</p> <p>2. Security- Minimum Two Personal Guarantees.</p> <p>3. Minimum loan amount Rs.75,000/- Maximum Rs.400,000/- (GPL)</p> <p>4. Minimum loan amount Rs.500,000/- Maximum loan amount -Rs.2Mn (PCL)</p>	<p>1. Medium term product.</p> <p>2. Grant for personal cash requirements for employed persons</p> <p>3. Fixed interest rate, Monthly Equal installment basis.</p> <p>4. Granting for the employees of government, semi government and private sector institutions</p>	<p>Interest Rate + 3%</p>	<p>1. Minimum 10 application from one institution are required to qualify for GPL</p> <p>2. Age has to be 20 to 55 years (At loan maturity date)</p> <p>3. Rental deduction undertaking letter issued by authorized person of the considered institution is must.</p> <p>4. CRIB Clearance</p> <p>5. KYC documents</p> <p>6. The institution which we consider should be approved by SFPLC initially.</p>	<p>Processing fee - Rs.3000/- to Rs. 12000/-</p>	<p>N/A</p>

	5. Interest rate : 25% to 26%	5. Recovery: One bulk cheque will be collecting from institution and will be received individual loan accounts.		7. Minimum gross salary should be Rs.25,000/- For GPL and Rs.45,000/- for PCL		
Revolving Loans	<p>1. Maximum Tenure 60 Months/Minimum Tenure 3 months</p> <p>2. Security- Mortgage over immovable or movable property</p> <p>3. Minimum loan amount Not defined</p> <p>4. Maximum loan amount -not defined</p> <p>5. Interest rate : 20% to 24%</p> <p>6. Loan amount should be 70% of Forced sale value of the property</p>	<p>1. Short term product.</p> <p>2. Grant for business purposes for short term working capital requirement.</p> <p>3. Repayment: Interest should be paid monthly and the capital during the loan tenure.</p> <p>4. Revolving loan limit can be utilized as and when required by the client subject to the approved limit.</p> <p>5. Interest will be calculated only for the outstanding balance.</p> <p>6. The facility will be periodically reviewed and renewed.</p>	Interest Rate + 3%	<p>1. Should be an established business which has rotating nature of WC requirement.</p> <p>2. If Property mortgage obtain as a security, the same terms and conditions applicable for mortgage loan to be applied here also</p> <p>3. Branch Manager/Marketing Officers Visit report to be submitted.</p> <p>4. CRIB Clearance</p> <p>3. Branch Manager/Marketing Officers Visit report to be submitted.</p> <p>4. CRIB Clearance</p>	<p>Processing fee: 1.5% of the Loan Amount</p> <p>CRIB charges : Rs.1300/-</p> <p>Insurance -as applicable</p> <p>Insurance -as applicable</p>	N/A

2.2 Leasing Facilities.

Softlogic Finance PLC (SF PLC) also allows its customers Leasing facilities. SF PLC(Lessor) the owner of a specific asset such as an equipment, or machinery, enters in to a contract with a Customer by which the customer (the lessee) gets the right to its exclusive possession and use for a specific period and under specified conditions, in return for specified periodic rental or lease payments.

Product	Product Features	Nature of the Products	Penalty Rate	Terms & Conditions	Charges	Commission
Finance Leasing - Normal	<p>1.Maximum Tenure60 Months /Minimum Tenure12 months</p> <p>2.Security-Absolute Ownership of the leased asset(vehicle) and two PDs</p> <p>3. Interest rate : 17% to 22%</p> <p>4.Loan to Value ratio should be maintained as per the CBSL guidelines</p>	<p>1. Medium term product.</p> <p>2.Grant for business purposes and personal purposes</p> <p>3. Fixed interest rate, Monthly Equal or structured Installment basis.</p> <p>4. Granting for businesses as well as for individuals</p> <p>5. will be grant for brand new, reconditioned and registered vehicles</p>	Interest Rate + 3%	<p>1. Should be an established business, Professional person or employed person.</p> <p>2.Valuation to be obtained from registered valuer</p> <p>3 should be a Marketable Asset. (As defined in Credit Policy)</p> <p>4. Need to obtain comprehensive Insurance cover and the same should be assigned to SFPLC.</p> <p>5. Disbursement will be done after the RMV registration.</p> <p>6. An Invoice to be obtained from Seller and the disbursement will be done to Supplier. (to client in an sell and leased back facility)</p>	<p>Service Charges - Rs.5000/- to Rs.12000/-</p> <p>CRIB Charges- Rs.1300/-</p> <p>Insurance -As applicable</p> <p>RMV Charges - As applicable</p>	<p>2 % (Cars/Vans/SUVs)</p> <p>1% of the amount financed. (Lorries / Buses)</p>

				<p>7. Vehicle inspection and client visit report from Branch Manager/Marketing Officer is compulsory.</p> <p>8. CRIB Clearance</p> <p>9. KYC Documents</p>		
<p>Finance Leasing - Three Wheelers</p>	<p>1. Maximum Tenure 60 Months / Minimum Tenure 12 months</p> <p>2. Security - Absolute Ownership of the leased asset (vehicle) and PGs.</p> <p>3. Minimum loan amount Not defined</p> <p>4. Maximum loan amount - Subject to CBSL LTV guidelines</p> <p>5. Interest rate : 29%</p>	<p>1. Medium term product.</p> <p>2. Grant for business purposes and personal purposes</p> <p>3. Fixed interest rate, Monthly Equal or structured rentals.</p> <p>4. Granting for business as well as for individuals</p> <p>5. Will be grant for Brand new and registered vehicles</p>	<p>Interest Rate + 3%</p>	<p>1. Grant to individuals/businessmen, business entities and government and private sector employees.</p> <p>2. Valuation to be obtained from registered valuer (For registered vehicles)</p> <p>3. Should be a Marketable Asset. (As defined in Credit Policy)</p> <p>4. Need to obtain comprehensive Insurance cover and the same should be assigned to SFPLC.</p> <p>5. Disbursement will be done after the RMV registration.</p>	<p>Service Charge - 5000/-</p> <p>CRIB - Charges - 1300/-</p> <p>RMV Charges - as applicable</p> <p>Insurance - As applicable</p>	<p>2% of financed amount.</p>

	<p>6. Charges Could be capitalized</p> <p>7. Company provided fuel for 1st year.</p>			<p>6. An Invoice to be obtained from Seller and the disbursement will be done to Seller. (to client in an sell and leased back facility)</p> <p>7. Vehicle inspection and client visit report from Branch Manager/Marketing Officer is compulsory. (For registered T/wheelers)</p> <p>8. CRIB Clearance</p> <p>9. KYC Documents</p>		
<p>Finance Leasing - Two Wheelers</p>	<p>1. Maximum Tenure 48 Months / Minimum Tenure 12 months</p> <p>2. Security - Absolute Ownership of the leased asset (M/Bike) and PGs</p> <p>3. Minimum loan amount Not defined</p> <p>4. Maximum loan amount - Subject to CBSL LTV guidelines</p>	<p>1. Medium term product.</p> <p>2. Grant for personal use / business purposes</p> <p>3. Fixed interest rate, Monthly Equal rental</p> <p>4. Granting for individuals and business names</p>	<p>Interest Rate + 3%</p>	<p>1. Grant to individuals/businessmen, business entities and government and private sector employees.</p> <p>2. Should be a Marketable Bikes. (As defined in Credit Policy)</p> <p>3. Need to obtain comprehensive Insurance cover and the same should be assigned to SFPLC.</p> <p>4. Disbursement will be done after Receiving original CR.</p>	<p>Service Charge - 5000/-</p> <p>CRIB - Charges : Rs. 500 - 1300</p> <p>Insurance - As applicable</p>	<p>3.0 % - 3.5 % from the invoice/purchase price.</p>

	<p>5. Interest rate : 22% – 26 %</p> <p>6. Charges Could be capitalized</p> <p>7. Company provided fuel for 1st year.</p>	<p>5. Will be grant only for Brand new M/Bikes</p>		<p>5. An Invoice to be obtained from Seller and the disbursement will be done only to Seller.</p> <p>6. CRIB Clearance</p> <p>7. KYC Documents</p> <p>8. Permanent residence within 50 Kms from the branch</p>		
<p>Finance Leasing – Soft Trade In</p>	<p>1. Maximum Tenure 60 Months / Minimum Tenure 12 months</p> <p>2. Security- Absolute Ownership of the both trade in & leased asset (vehicle) and Personal Guarantors</p> <p>3. Minimum loan amount Not defined</p>	<p>1. Granted for clients who wish to upgrade their current vehicle where a MOU will be signed with the customer to cover the entire trading process.</p> <p>2. Medium term product.</p> <p>3. Grant for business purposes and personal purposes</p> <p>4. Fixed interest rate, Structured Installment basis.</p>	<p>Interest Rate + 3%</p>	<p>1. Should be an established business, Professional person or employed person.</p> <p>2. Valuations/Invoices to be obtained from registered valuers for this product</p> <p>3 Trading assets should be a Marketable. (As defined in Credit Policy)</p>	<p>Service Charges - Rs.5000/- to Rs.12000/-</p> <p>CRIB Charges- Rs.1300/-</p> <p>Stamp Duty Lease : (1% of total receivable) Lease</p> <p>Loans : (0.1% of amount</p>	<p>2%</p>

				financed)	
	4. Maximum loan amount -not defined	5. Granting for businesses as well as for individuals		4. Need to obtain comprehensive Insurance cover and the same should be assigned to SFPLC. Furthermore SFPLC is to collect the Insurance certificate and/or Insurance card applicable to trading asset.	Insurance -As applicable
	5. Interest rate : 18% to 20%	6. will be grant for brand new, reconditioned/UR and registered vehicles		5. Disbursement will be done after the RMV registration.	RMV Charges - As applicable
	6.Loan to Value ratio should be maintained as per the CBSL guidelines			6. An Invoice to be obtained from Seller and the disbursement will be done to the Supplier. (to client in an sell and leased back facility)	Reimbursement of any other charges
				7. Vehicle inspection and client visit report from Branch Manager/Marketing Officer is compulsory.	
				8. CRIB Clearance	
				9. KYC Documents	

2.3 Factoring

SF PLC buys all accounts receivable from its prospective customer at a discount which is called factoring.

Product	Product Features	Nature of the Products	Penalty Rate	Terms & Conditions	Charges	Commission
Factoring	<ol style="list-style-type: none"> Minimum tenor 15 days/Maximum Tenor 150 days Security - Assignment over credit invoices and personal Guarantees of Proprietor/Proprietor's spouse/Immediate family member/Partners/Directors Minimum credit limit - LKR 5Mn (To be reviewed) No maximum limit (To be reviewed based on the client category) Interest rate : 15.5% - 21% p.a Admin Fee of 0.1% - 1% (of the face value of the invoice) Each loan amount (within the approved credit limit) should be 70-90% of the invoice value 	<ol style="list-style-type: none"> Short term product. Grant for business purposes for short term working capital requirements. Repayment: Interest should be paid monthly. Admin Fee to be recovered at the point of invoice discounting. Capital will be recovered from the assigned debtors at the end of the agreed loan tenor Factoring limit can be utilized as and when required by the client subject to the approved limit. Interest will be calculated only for the outstanding current account balance. The facility will be periodically reviewed and renewed. 	26% (Bank's TOD rate)	<ol style="list-style-type: none"> Should be an established business which has a rotating WC requirement. Should be a supplier to the group for minimum 3 months. Branch Manager/Marketing Officer Visit report to be submitted. CRIB Clearance KYC documents borrower should have maintained Highly operative and satisfactorily conducted Current Account/factoring account for the last 3 months Two personal Guarantees to be obtained. 	<ol style="list-style-type: none"> CRIB charges : Rs.1,300/- Doc' Fee as per the charge sheet 	N/A

03) How to obtain a Product or Service from SF PLC

In order to obtain products/services from SF PLC potential customers should either visit or contact the closest branch. The locations of all our Branches and contacts numbers are displayed on our website <http://www.softlogicfinance.lk>. During the initial discussion with an authorized officer he/she will inform of any required documents that to be handed over along with a duly completed application. An investigation of business and residential premises will be carried out by an authorized officer of the company if necessary as part of the evaluation process.

04) Procedure for recovery of Credit Facilities:

Recovery of all facilities granted by SF PLC will be done according to the mutually agreed repayment plan which will be in line with his/her or business's Cash Flow. If needed even re-scheduling and restructuring of facilities to suit the customer's cash flow subsequently, within the Company's overall lending policy on a case by case basis is also possible. However if the customers are still unable to settle the dues, SF PLC would be compelled to initiate recovery actions in accordance with its contractual rights and the laws of the country. If the Company realizes that the contract is becoming delinquent we may deploy our field officers. All legal and other expenses incurred by the Company in this regard shall be recovered from the borrower. The Customer shall have recourse under the law to such actions of the Company.

05) Procedure for resolution of customer Complaints

At Softlogic Finance PLC we thrive to provide the best customer experience in the most efficient, friendly & professional manner as possible. However, if you experience any unprofessional or poor service at any of our business places, you are invited to provide your valuable feedback either in writing or verbally to the designated "Customer Complaint Handling Officer" at any of our branches.

Customers could also inform directly to the Complaint Handling Officer at Head Office Mrs. Deepthika Pathiraja on (011) 2058 980 or Emailing about your complain to info@softlogicfinance.lk.

Information required making a complaint

- Customer Name, Mobile number and Email address (if any)
- Date of complaint
- Contract number or vehicle number or identity card number
- Nature of the complaint (briefly)

Anonymous complaints will not be considered as a formal complaint if it is without sufficient proof and information related to the complaint.

All written Complaints will be acknowledged by the Company. A SMS and/ email or a letter containing a reference number will be sent to the customer acknowledging their complaint. If we are unable to resolve the issue within a period of 7 working days we will inform customer the likely date that company can bring about a solution.

===== END =====