Embracing the New Reality

Simplicity Accessibility Digitalisation

Softlogic Finance

ANNUAL REPORT 2019/20

Softlogic Finance PLC

13, De Fonseka Place, Colombo 4. 94-11-2359600, 94-11-2359700 94-11-2359799

info@softlogicfinance.lk www.softlogicfinance.lk

Embracing the New Reality

Simplicity Accessibility Digitalisation

The financial services industry is going through seismic changes, with rapid digitalisation sweeping the entire operating space. The possibilities with digitalisation are boundless and Softlogic Finance has taken due cognisance of this fact.

Ably guided by our dynamic new leadership team, we are aggressively moving away from convention, embracing digitalisation and transforming the way we do business.

We are re-engineering our processes, redefining our delivery channels and introducing new digitalised financial products with the singular intention of creating avenues for sustainable growth through our unique value proposition.

We have embraced the new reality and our strategy is clear. Reinforced by our will to innovate, we will strive to deliver unmatched value to all our stakeholders.

Contents

About Us

Simplicity Accessibility Digitalisation

A 360° Value Added Transformation benefitting all stakeholders

vision

To be the preferred non-banking financial institution in Sri Lanka.

mission

To strive to delight our customers through custom-made financial solutions, served through our professional and highly motivated team, committed to excellence.

To create shareholder value through stability and above-average returns.

To sustain our continued commitment to being a good corporate citizen and make a positive contribution to the community and the environment.

values

PERFORMANCE

We are committed to a result-oriented culture. We place customers at the centre of our activities and we hold ourselves responsible to deliver what we promise in keeping with customer needs.

INNOVATION

We constantly challenge conventional wisdom and develop new solutions to meet customer requirements.

INTEGRITY

We act fairly and honestly. We believe in ethics and transparency in all our dealings.

HUMAN CAPITAL

We benefit from the diversity of our business and our people by working together to achieve success. We treat all our staff with respect and dignity, provide opportunities for their career enhancement and reward them for good performance.

SUCCESS

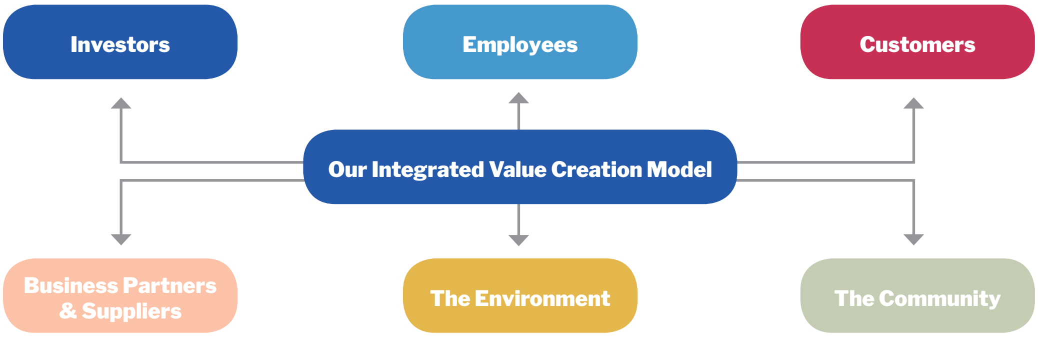
We always strive to be the best in our business and possess a will to win.

CORPORATE RESPONSIBILITY

We care for the community and the environment, taking responsibility to protect them. We are a good corporate citizen and support worthy causes and CSR projects.

Our Sustainability Philosophy

Our corporate ethos is to build a sustainable business that can withstand the unpredictability of the industrial and economic environment that we operate in. This aggressive drive to achieve sustained business excellence has been deliberately designed to give primacy to the interests of all our stakeholders. In fact, in this quest, the integrated value creation process that we have cultivated through our Business Model has contributed significantly to ensuring that we are geared towards developing and sustaining a holistic growth drive that positively impacts all our stakeholders.



Investors

Our decision making process and our short term and long term financial objectives have always been aligned with the aspirations of our investors so that they receive sustainable returns for their investments. We are committed to providing them with all relevant information in a timely manner so that they are well informed when making investment decisions.

Employees

Our actions have undoubtedly proven that we regard our employees as the lifeblood of our company. We focus on professionally developing them so that they would continue to add strategic value to our business. Further, as a part of our employee value proposition, we offer our employees a rewarding, safe and challenging work environment for them to professionally and personally excel in.

Customers

The expectations of our customers always take the forefront in our business operations. Our financial solutions have been designed with the demands of our customer segments in mind and we are not afraid to aggressively restructure existing products or introduce new solutions to cater to the evolving aspirations of our clientele. We are committed to continuously reengineering our processes and introducing new platforms to conduct business in order to ensure that the customer service levels we offer are never compromised. In short, the entirety of our business operations is committed to fostering a service culture.

Business Partners and Suppliers

Our commitment to fostering and maintaining long term, mutually beneficial relationships with our suppliers and business partners has been instrumental in developing the overall value proposition that we offer our clientele. Our engagement mechanism with them is collaborative and we have committed ourselves to ethical and transparent business practices.

The Environment

All our business decisions and operational activities have been designed to ensure that we operate in an environmentally sustainable manner and invest in environmental conservation initiatives.

The Community

We actively foster long term partnerships and engagements with the communities that we serve and actively immerse ourselves in community development initiatives so that we have an intimate and resilient bond with the communities around us.

Our Reporting Philosophy

Reporting Context

Welcome to our fifth Integrated Annual Report! As a company that is committed to delivering responsible and transparent financial solutions to its customers, our objective is to present actionable and relevant information to all our stakeholders in order to empower them with the ability to make informed decisions about our company. We have adopted the Integrated Reporting methodology propagated by the Integrated Reporting Council in the context of our operations in order to effectively communicate our value creation story to our stakeholders in a multi-dimensional and cohesive manner.

Our focus is on delivering sustainable value creation to all our stakeholders that could withstand the vagaries of the industry that we operate in. This demands an intrinsic awareness and a penetrative insight into our value creation process, our responsibilities to our stakeholders and the economic, social and environmental impacts that our business produces. To this end, we have reported on the key inputs to our value creation process, which we have identified as our value drivers. These have been presented as input capitals in the form of Financial, Customer, Business Partner, Human, Intellectual and Infrastructure Capital. Further, we have laid out our value generating activities and the immediate outputs that result from our value creation process. Special emphasis has been directed towards the economic, social and environmental impacts that our business yields, considering it is our belief that the value we create should tangibly impact all these three spectrums.

Further, we recognize the responsibility that we have during this value creation process to our diverse set of stakeholders. In this context, we have comprehensively discussed the corporate governance and integrated risk management processes that provide adequate checks, balances and safeguards with regard to the myriad interests of our stakeholders.

Reporting Scope

Driven by our responsibility to our stakeholders and the need to address their needs, we have adopted the Integrated Reporting methodology to shed focus on the long term sustainability of our value creation process.

In order to do this, we have presented financial and non-financial information that would facilitate the assessment of the financial and operational performance of our business. Further, to this end, we have also provided key comparative performance indicators from the previous financial year and the future outlook for all our value creating activities. This continuous enhancement of transparency is further buttressed by the identification of the factors affecting our identified key stakeholders and the sustainability initiatives championed by us, based on the stakeholder identification and engagement processes carried out by the company.

Reporting Boundaries

This Annual Report covers all activities of Softlogic Finance PLC island-wide, during the financial year 2019/2020 ending on 31st March 2020. No restatements of any financial or non-financial information have been effected with regard to the previous financial year, unless otherwise specifically stated.

The reported financial statements as at and up-to 31st March 2020 have been prepared in compliance with the applicable Sri Lanka Accounting Standards. All relevant disclosures have been made as per the applicable laws and regulations. Disclosures on Corporate Governance have been made as per the Code of Best Practice on Corporate Governance (Direction No. 03 of 2008) and its amendments issued for finance companies by the Central Bank of Sri Lanka and also in line with the 2013 version of the Code of Best Practice on Corporate Governance issued jointly by the Institute of Chartered Accountants of Sri Lanka and the Securities and Exchange Commission of Sri Lanka. Further, disclosures have also been made as per the Listing Rules of the Colombo Stock Exchange and the Companies Act No. 07 of 2007.

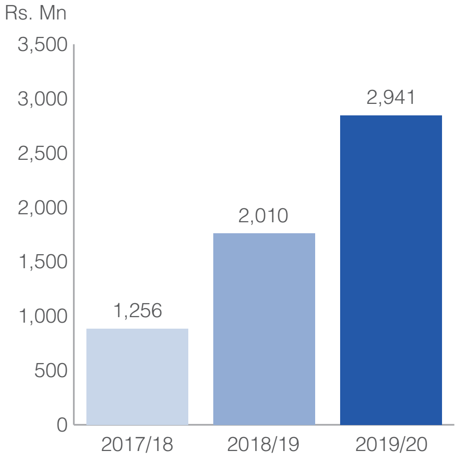
External Assurance

External Assurance for the Financial Statements and its accompanying notes has been obtained from Messrs. Ernst and Young and their independent opinion is stated in the Independent Auditor's Report in pages 90 to 92.

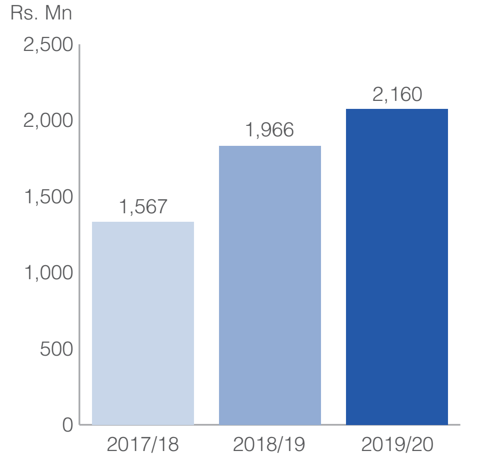
Financial Highlights

	2019/20	2018/19	% Change
Financial Results for the Year Ended 31st March (Rs. Mn)			
Total Gross Income	3,817	4,019	(5%)
Interest Income	3,607	3,674	(2%)
Interest Expenses	2,517	2,491	1%
Net Interest Income	1,091	1,184	(8%)
Other Income	210	344	(39%)
Total Operating Income	1,300	1,528	(15%)
Total Operating Expenses	1,396	1,274	10%
Impairment Charges	390	190	106%
Profit Before Tax (PBT)	(486)	64	(853%)
Taxation (Income Tax & VAT & NBT on Financial Services)	152	139	9%
Profit After Tax (PAT)	(334)	204	(264%)
Financial Position as at 31st March (Rs. Mn)			
Total Assets	21,747	22,405	(3%)
Loans and receivables	14,552	16,052	(9%)
Lease and hire purchase receivables	2,160	1,966	10%
Customer Deposits	17,063	17,115	0%
Total Borrowed Funds	2,179	3,343	(35%)
Shareholders' Funds	2,041	1,757	16%
Financial Ratios & Indicators			
Cost to Income Ratio (%)	107.34	83.37	29%
Return on Average Assets (ROA) - before tax (%)	(2.20)	0.29	(852%)
Return on Average Equity (ROE) - after tax (%)	(17.59)	10.10	(274%)
Earnings Per Share (EPS) (Rs.)	(4.29)	3.00	(243%)
Earnings Yield (%)	(37.28)	13.90	(368%)
Net Assets Value Per Share (Rs.)	19.74	25.86	(24%)
Market Price Per Share (Closing) (Rs.)	11.50	21.60	(47%)
Market Capitalization (Rs.) (Mn.)	1,189	1,467	(19%)
Price to Earnings (Times)	(2.68)	7.19	(137%)
Core Capital Ratio (%) (Minimum Requirement 6.5%)	(5.55)	2.20	(103%)
Total Risk Weighted Capital Ratio (%) (Minimum 10.5%)	(5.76)	1.80	(103%)

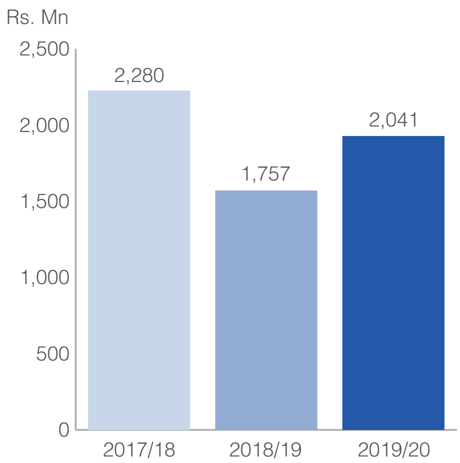
GOLD LOAN PORTFOLIO



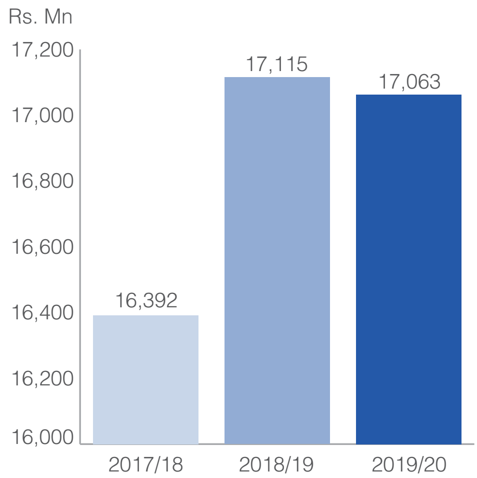
LEASE AND HIRE PURCHASE PORTFOLIO



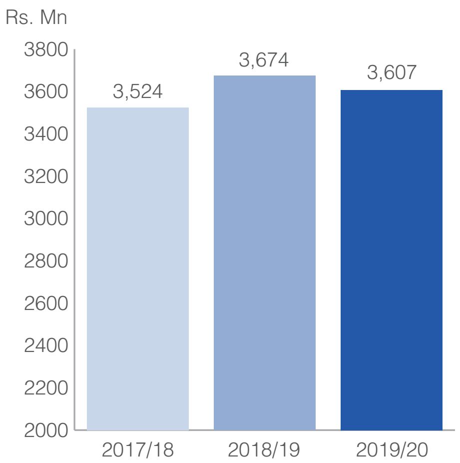
SHAREHOLDERS' FUNDS



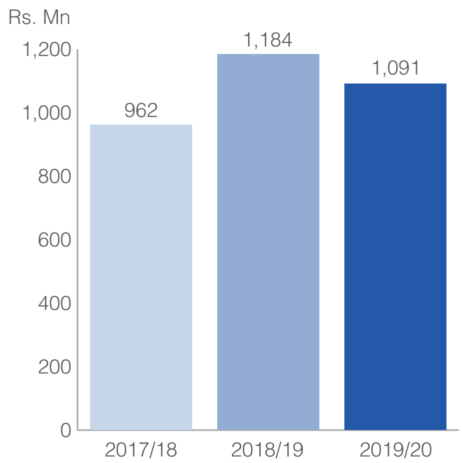
CUSTOMER DEPOSITS PORTFOLIO



INTEREST INCOME



NET INTEREST INCOME



Chairman's Message

Following the Easter Sunday attacks of 2019, Sri Lanka experienced a notable economic downturn, a contraction in credit growth, increased political instability and heightened security risks

A Year Defined By External Turbulence

I would like to take this opportunity to present to you the Annual Report of Softlogic Finance PLC for the financial year ended 31st March 2020.

A combination of many external factors contributed to the exertion of pressure on our financial performance and drive down our bottom line. In effect, for the 2019/20 financial year, Softlogic Finance recorded a Net Loss After Tax of Rs. 334 Mn. Two key factors contributed to this Net Loss; our inability to grow our interest income, resulting in a comparative year-on-year reduction and significantly increased loan impairment charges.

Following the Easter Sunday attacks of 2019, Sri Lanka experienced a notable economic downturn, a contraction in credit growth, increased political instability and heightened security risks. The entire financial sector was negatively impacted, particularly the Non-Bank Finance component. With the entire economy being impacted, our industry was also affected by this unexpected set of events, with the ultimate result being an increase in non-performing loans and declining profitability.

The SME sector was particularly affected by these external factors and in turn, we were adversely impacted due to our significant exposure, in terms of lending assets, to this sector. Hence, the declining asset quality of our business financing lending assets meant that our interest income generation capacity was adversely affected. Further, the deteriorating asset quality, particularly of our business financing assets, led us to making significant prudential loan impairment provisions. Moreover, the spread of the COVID-19 pandemic caused unprecedented damage to the national economy, in particular to the SME sector and adversely affected our future expected cash flows. Under these circumstances, a significant increase in prudential loan impairment provisions was experienced.

Facing a perfect storm of negative external factors and volatility, we resolved to curtail our exposure to the market segments that had triggered the drops in interest income and increased our loan impairments and set about redefining ourselves and reengineering our business model.

A New Beginning

We are in the process of aggressively rolling out our redefined business model that revolves around offering a unique digitalised value proposition to our clientele.

> **With the new management team ensconced, we have launched a series of initiatives to deliver sustainable value to all our stakeholders.**

Further, we have a new management team in place, headed by our new CEO, Mr. Priyantha Wijesekera, and consisting of Mr. Roger Rozairo, our new COO, Ms. Ivon Brohier, our new CFO and Mr. Dayan Ranasinghe, our new Head of Delivery Channels. All four are accomplished professionals in their respective fields of expertise and they collectively bring extensive and demonstrated industry experience to the table that will be crucial to operationalize this new value proposition. With the new management team ensconced, we have launched a series of initiatives to deliver sustainable value to all our stakeholders.

As a part of our plan to drive securitized lending (such as vehicle financing), we are also in the process of conducting a thorough reengineering of our collections and recoveries processes, whilst refining many internal processes and support services. All these steps are taken with the intention of introducing end-to-end digitalisation across all our activities and ensuring maximum efficiency across our Company. The key hallmarks of this new digitalised operating model will be simplicity and accessibility.

We are also committed to investing in IT infrastructure to realise these goals and ensuring that our aggressive business model rollout is effectively supported with the necessary infrastructural resources.

These bold steps have been taken by us to ensure that we keep abreast with the evolving consumer needs and expectations and remain a competitive force in the industry.

Acknowledgements

My sincere gratitude and heartfelt appreciation goes out to our valuable customers for the trust and confidence they continue to place in us.

I am also particularly grateful to our shareholders, whose continued trust and confidence in us, provide us with the strength to drive our business towards becoming the preferred Non-Bank Financial Institution in Sri Lanka.

I would also like to take this opportunity to express my thanks to the officials of the Central Bank of Sri Lanka and the officers of the other regulatory bodies for the significant contributions that they make towards the maintenance and enforcement of prudent, forward focused best practices and regulatory measures. This ensures a strong NBFI sector that benefits all stakeholders.

My sincere thanks go out to my Board of Directors who continues to make important contributions in shaping the strategic direction of Softlogic Finance PLC. In the face of significant economic and industry challenges, their energy and resilience has been a key driver to our future success.

Finally, I extend my appreciation to the entire Softlogic Finance Team for their persistence and their dogged determination to win, even when confronted with external challenges of complexity and duration, the likes of which we have rarely witnessed.

In conclusion, I must say that having confronted the difficulties of the recent past, we are focused and ready to advance our new strategic direction. Our team is energised and fully engaged, and we appreciate your ongoing support in the next stage of our journey.

(Sgd)
AARON RUSSELL-DAVISON
Chairman
06th August 2020

Chief Executive Officer's Review

> We are in the process of progressively transitioning into a digital ecosystem, with the intention of venturing beyond traditional industry boundaries and delivering unmatched digital financial products to our clientele.

The Results... An Overview of Our Financial Performance

During the course of the 2019/20 financial year, the industry was battered by a barrage of unprecedented economic, industrial and socio-political challenges that persistently tested our collective resilience and operational zeal. Therefore, for the 2019/20 financial year, the company posted a Net Loss After Tax of Rs. 334 Mn. This was primarily as a result of the contraction in interest income growth, rising non-performing loans (NPLs) and increased loan impairment provisions.

The comparative contraction in interest income occurred as a result of the rising NPLs and the year-on-year contraction of our business financing portfolio. However, we were able to cushion these blows to our topline and restrict the year-on-year total interest income drop to 2%. This was as a result of the strategic shift in our business model that we are in the process of rolling out, where we progressively continue to focus on collateralised lending like Leasing, Vehicle Loans, Gold Loans and also Factoring. In fact, as a result of this shift, interest income from Leasing grew year-on-year by 23%. Further, with a Gold Loan portfolio growth of 46% during the year, its total interest income represented a 61% year-on-year increase. Moreover, our Factoring portfolio experienced a year-on-year growth of 94%, which translated to a year-on-year 300% income increase.

The significant comparative increase of our impairment provisions was a result of certain prudential measures that we undertook, in light of the economic downturn that affected SMEs across multiple sectors, where a significant portion of our lending assets were held. As a result, we proceeded with making impairment provisions for these distressed lending assets, in order to safeguard the interests of our stakeholders, specifically our depositors and shareholders.

Context Matters... The Challenges posed by our Operating Environment

In the back drop of last year's Easter Sunday attacks, the entire economy and specifically the SME sector of our country was significantly affected due to a slowdown in economic activities, coupled with the security risks and the political uncertainty that prevailed at the time. This economic downturn affected SMEs across multiple sectors that we serve. In the context of our industry, the Non-Bank Financial Institutions (NBFI) sector also faced a significant drop in performance during the year, caused by the contraction of credit growth, spiking NPLs and an overall decline in profitability. These macroeconomic and industry related issues also affected the operational performance of our company, as evidenced by our financial results. In consideration of the non-performing lending assets, primarily belonging to the SME sector, we had to make certain significant prudential impairment provisions. Further, with the onset of the COVID-19 pandemic, the entire economy and more specifically, the SME sector, was considerably affected. This in turn had a negative effect on our future expected cash flows from this sector, thus increasing the prudential impairment provisions that we decided to make.

Change being the only constant... Carving out a Fresh Path

The uncompromising headwinds that we faced during the 2019/20 financial year served as the cornerstone for building a fresh path for ourselves. We resolved to reinforce and rebuild our business, taking into consideration the overexposure to external volatility that plagued us in the past. It is with this truism in mind that we set about refining and re-engineering our business model. Reinforced by a new, dynamic and accomplished leadership team that brings with it unparalleled market experience and product expertise, we are well positioned to redirect our organization onto a new strategic pathway that would lead us towards performance excellence.

We will be aggressively driving securitised lending, primarily in the form of vehicle financing and gold loans, with strategic, well-planned overtures into factoring and personal financing. We are in the process of foundationally revamping our collections and recovery processes, adequately strengthened by industry experts and top of the range specialized IT infrastructure. Without the backing of sound processes and checks and balances, we would be unable to deliver sustainable value creation and it is in this context that we are having a 360 degree fresh look at all our internal procedures and support service systems to ensure that they all serve as value adding pieces in this puzzle.

Digitalisation... The Way Forward

The unique value proposition that we are committed to deliver to our customers hinges on digitalisation. We are in the process of progressively transitioning into a digital ecosystem, with the intention of venturing beyond traditional industry boundaries and delivering unmatched digital financial products to our clientele. Survival of the fittest being the norm, this transition is critical to stay ahead of the competition and weather the storms that are prevalent in this industry.

We have identified the youth and young adults as a key market with significant growth potential and the lifestyle needs of this information and tech savvy group will be aptly catered to through our unique digitalised value proposition. We want our identified clientele to consider us as their preferred one-stop financial services provider in the future.

> **The unique value proposition that we are committed to deliver to our customers hinges on digitalisation.**

As we continue to aggressively weaponise our newly crafted business model and usher in these changes, I am confident that our new leadership team as well as our entire cadre can work in unison and shepherd our company through this phase of transformational growth.

Appreciation

I would like to take this opportunity to express my sincere appreciation to our Chairman Mr. Aaron Russell-Davison and the other members of the Board of Directors for their invaluable contributions and the guidance they have given throughout this year, which was rife with unprecedented economic and industry challenges.

Moreover, I would also like to convey my appreciation to the officers of the Department of Supervision of Non-Bank Financial Institutions of the Central Bank of Sri Lanka and all other regulatory bodies for the vital role they play in maintaining and enforcing prudent practices and regulatory measures across the industry. Furthermore, I take this opportunity to thank the external auditors, Messrs. Ernst and Young for the vital contributions that they have made to our organization.

I conclude by expressing my sincere appreciation to the Softlogic Finance team whose commitment and tenacity were instrumental in facing the numerous and persistent challenges that we have faced over the course of this year and I am confident that they will continue to contribute to the company's success in the future as well.

(Sgd)
PRIYANTHA WIJESEKERA
Executive Director / Chief Executive Officer
06th August 2020

Board of Directors' Profiles

MR. AARON RUSSELL-DAVISON

Non-Executive Chairman

(Appointed as the Non-Executive Chairman w.e.f. 24th October 2019)

Mr. Russell-Davison joined the Board of Softlogic Finance PLC in June 2017. With over twenty years of banking experience, he was most recently the Global Head of Debt Capital Markets for Standard Chartered Bank, based in Singapore.

He has also served as a Director of Standard Bank, Credit Suisse and Hypoverinsbank. Mr. Russell-Davison has held a series of other senior investment banking positions in Hong Kong, Singapore and London during his career.

He graduated from the University of Western Australia in 1991 with a Bachelor of Arts in Asian History and Politics. He also serves as an Independent Non-Executive Director at Amana Bank.

MR. DINESH RENGANATHAN

Independent Non-Executive Director

Dinesh Renganathan is a senior, career Banker with over 40 years of experience in Corporate Banking and Risk Management – with 8 years at ANZ Grindlays Bank in Sri Lanka and in the UAE with two National banks viz., the National Bank of Umm Al Qaiwain (5 years) and the National Bank of Abu Dhabi – NBAD (30 years).

He has been in a number of senior management positions culminating as SVP and Assistant General Manager – Global Head of International Advances and Credit Risk and as Locum for General Manager – Chief Risk Officer overseeing a portfolio of international/domestic assets of over USD25B, encompassing 14 overseas jurisdictions, the International and Financial Institutional Groups and overseas companies in the U.A.E.

He has been chairman of the Credit Risk Committee and various Regional Credit Committees and a key member of Basel II, Country Risk and other committees.

Currently he serves in a consultative capacity to various institutions in Singapore, India, United Arab Emirates and Sri Lanka.

MR. PRIYANTHA WIJESEKERA

Executive Director/
Chief Executive Officer

(Appointed as the Executive Director/Chief Executive Officer w.e.f. 01st March 2020)

With over 20 years of exposure to the Banking and Financial Services industry, Mr. Wijesekera has extensive experience in the leasing, factoring, insurance, collections, recoveries and litigation spheres. An Attorney-at-law and a Solicitor by profession with extensive exposure to commercial arbitration and shipping law, Mr. Wijesekera entered the industry through the Merchant Bank Group and later joined City National Investment Bank as its Head of Legal and Compliance. He later moved to Mercantile Leasing in 2001, as its Head of Legal and Human Resources and as a result of a series of mergers and acquisitions, became a part of Nations Trust Bank PLC (NTB) and the John Keells Group.

Prior to his appointment as the Chief Executive Officer of Softlogic Finance PLC, Mr Wijesekera held the position of Executive Vice President – Leasing at NTB. A proven trailblazer in the leasing industry, Mr. Wijesekera has been instrumental in introducing several game changing leasing products at NTB. He also drove the development of an integrated end-to-end collection and recovery vertical that streamlined and increased focus on maintaining collection efficiency across all lending assets. Whilst holding a number of key management positions during his tenure at NTB, he was at the forefront of driving technological innovations and introducing digital financial tools to the leasing industry.

MR. MANILKA FERNANDO

Independent Non-Executive Director

Manilka Fernando is a banking and finance professional who has over 35 years of experience, working in financial institutions and other organizations in Sri Lanka and overseas. Since starting his career at KPMG, he has held senior management positions in the financial services sector at Citibank, Mashreq Bank (Dubai, UAE), NDB Bank and Al Rajhi Bank (Riyadh, Saudi Arabia).

In addition, he has carried out consulting/advisory projects in financial management, strategic planning, restructuring, performance management, investment appraisal, acquisitions and organizational development at a range of organizations, including Commercial Banks and Non-Bank Financial Institutions. He has also served on the board of directors of several organizations.

He has a MBA degree from the University of Georgia, USA. He is also a Fellow member of the Institute of Chartered Accountants. His specialized training includes programmes at Harvard University and INSEAD.

MR. HARESH KAIMAL

Non-Executive Director

Mr. Haresh Kaimal is a co-founder of the Softlogic Group and a Director since its inception. He was appointed to the Softlogic Finance PLC Board with effect from 01st August 2017. With over 30 years of experience in IT and Operations, he currently heads the IT division of the Group and has been instrumental in driving advancements in Information Technology and Enterprise Resource Management within the Softlogic Group. He is an Executive Director of Softlogic BPO Services (Pvt) Ltd, a Director of Odel PLC, Softlogic Life PLC and many other Group Companies.

Simplicity Accessibility Digitalisation

A Digitalised Transformation

Our Approach to Value Creation

Softlogic Finance

Stakeholder Identification & Engagement

The Stakeholder Identification, Engagement & Management Process

Definition of the Business Scope

Identification of Material External Environmental Factors

↓

Identification and Profiling of Stakeholders

↓

Identifying and Prioritising Material Stakeholders Needs

↓

Mapping out the Stakeholder Engagement Process

↓

Engaging with & Managing Stakeholders

↓

Reviewing & Improving the Entire Process based on Stakeholder Responses

The Need for Stakeholder Identification

Our value creation process has been enriched and enhanced by the implementation of a stakeholder identification and engagement process. Such a process has indeed contributed to the espousal of an all-inclusive methodology that helps us to identify and take proactive actions to fulfill stakeholder demands. This process is continuous and is primarily driven by our Executive Committee.

Stakeholders have diverse needs and they face different issues when engaging with us. The purpose of this process that we have adopted is to help us engage actively and responsibly with all our key stakeholders. Therefore, in order to ensure the sustainable growth of our company, it is crucial that we have increased awareness of the external impact that our company makes on all our stakeholders.

What is expected from this process is that we get an all-encompassing idea of all the actors that we deal with operationally and how they can impact our performance. The series of activities that we have adopted ensures that we avoid taking a myopic and purely shareholder oriented view on value creation. The mechanisms in place help us monitor whether the expected outcomes of the stakeholder engagement process are met, whether we have taken any corrective actions and whether our actions have been sufficient. Overall, this helps us become a responsible corporate citizen.

Stakeholder Identification Mechanism

We have internally developed a stakeholder identification and filtration system that helps us identify our key stakeholders, assess the interest and power that they hold over our value creation process and decide upon the level of impact that they can have on our activities.

Those identified as key stakeholders through our identification and filtration system are regarded as those who need to be regularly engaged with and hence they would be the stakeholders that would get most of our attention. These stakeholders are comprehensively discussed in this Annual Report. The rest of the stakeholders who were not identified as key stakeholders, are anyhow continuously and regularly monitored for any change in their characteristics that would warrant their inclusion as key stakeholders.

Two tiered Identification and Filtration System
Step 1 - Initial Identification
1. Those who are directly affected by the operational activities and decisions made by Softlogic Finance PLC.
2. Those who can and are likely to directly affect our operational activities and influence our decision making processes.
Step 2 - Identification of Key Stakeholders
1. The level of interest in the activities of and decisions made by Softlogic Finance PLC
2. The ability of the stakeholder and their power level to impact the activities of and decisions made by Softlogic Finance PLC
3. The extent to which our activities would impact the stakeholder.
4. The legal obligations that the stakeholder has towards us and that we have towards the stakeholder.

The Identified Key Stakeholders
Shareholders & Investors
Customers
Employees
Suppliers & Value Added Service Providers
Regulators
Society and the Environment

Methodology for Stakeholder Issue Identification

We have set in motion a two dimensional approach to assess the significance of stakeholder issues that arise and prioritize them accordingly. This is a continuous process and we are aware that the significance of different stakeholder issues could change overtime.

A broad criteria is used in this identification process of key stakeholder issues:

- The significance to and the level of impact on the company.
- The significance to and the prioritization by the stakeholder.

These two broad questions are always asked when deciding upon the significance of stakeholder issues and the level of priority that the company should assign to them. In this light, the company regularly monitors and takes action on certain identified issues that qualify as per the laid out criteria.

Stakeholder Engagement Process

As per the results of the stakeholder identification and filtration process we decide upon the level of engagement, the frequency of engagement and the methods of engagement with the key stakeholders. This process involves the creation of broad stakeholder groupings based on the results of the identification process done before. Moreover, this process also involves the development of specific expected outcomes, in addition to the specific engagement approaches, in order to ensure that the whole engagement process is goal oriented and measurable.

Stakeholder Type	Engagement Approach	Expected Outcomes
Shareholders & Investors	• Annual Financial Statements • Quarterly Financial Statements • Annual General Meeting • Extraordinary General Meetings as and when statutorily necessary • Media Releases • CSE Website • Company Website	**From company perspective** • Increased Shareholder confidence in the Board **From stakeholder perspective** • Increase in Share Price • Regulatory Compliance • Declaration of Dividends • Adoption and maintenance of best practices in corporate governance • Adoption of industry best practices
Customers	• Personalized interactions • Customer complaint handling process • Customer Satisfaction Surveys • Market Surveys • Communication through multiple media platforms	**From company perspective** • Customer Loyalty • Enhanced Brand Value and Brand Penetration • Increased Customer Satisfaction • Increased Cross Selling **From stakeholder perspective** • Ethical business practices and full disclosure of product information • Competitive Interest Rates on Lending & Deposits • Innovative products and services
Employees	• One to one interactions based on our open-door policy • Confidential employee satisfaction survey • Individual performance appraisals • Performance based rewards and recognition • Training and development • Priority given for internal recruitment • Internal communication through company intranet and emails • Fostering a work-life balance	**From company perspective** • Increased employee productivity • Compliance with internal processes • Professional conduct • Reduced turnover • Motivated workforce **From stakeholder perspective** • Objective rewards and recognition system • Opportunities for internal professional growth • Safe working environment • Easily accessible communication channels • Availability of training • Work-life balance • Work environment free of harassment
Suppliers & Value Added Service Providers	• Dedicated personnel to interact with different types of suppliers and service providers on a continuous basis • Prioritized engagement with local suppliers • Mutually beneficial, long term relationships being the focus during contractual negotiations	**From company perspective** • Favourable funding facilities • Seamless execution of outsourced services **From stakeholder perspective** • Strategic partnerships to obtain competitive advantages • Long term service contracts
Regulators	• Dedicated personnel for continuous, personalized interaction • Uncompromised level of priority for regulatory compliance • On-time statutory reporting • Ad-hoc information provided as and when requested	**From company perspective** • Compliance with regulatory requirements • Adoption of industry best practices to improve internal core and supporting processes **From stakeholder perspective** • Development of the industry to maintain public confidence • Dissemination of industry best practices • Collection of state revenue
Society and the Environment	• Establishment of a CSR Committee • Implementing projects to benefit the society and the environment • Company website • Media releases	**From company perspective** • Contribution to community development and environmental conservation • Ensuring the long term sustainability of the business **From stakeholder perspective** • Maintenance of ethical business practices • Employment generation • Avoidance of any negative impacts on the environment

Economic Review

The Sri Lankan Economy

During the year 2019, Sri Lanka was challenged by persistent economic performance issues in terms of real economic growth, although macroeconomic stabilization measures that were implemented, contributed to balancing out the external sector disparities to some extent. The Sri Lankan economy recorded a modest growth of 2.3 % in 2019, compared to the 3.3% growth registered in 2018. However, all major sectors of the economy recorded positive, but subdued growth rates.

The Easter Sunday attacks had a significant impact on the tourism sector, and their adverse spillover effects were felt across the economy, worsening the depressed growth of the economy and further depleting business confidence. Policy measures aimed at reducing pressures on the balance of payments (BOP) and the exchange rate continued in 2019, which together with steps taken to revive the economy, contributed to substantial deterioration in the fiscal sector.

Sluggish demand in the economy allowed the continuation of low inflation during the year, although extreme weather conditions and resultant disruptions to domestic food supplies caused some volatility in consumer prices. Growth of credit to the private sector contracted alarmingly, caused by subdued economic activity and weak business confidence, affecting the performance of the financial sector.

As the domestic economy started to show some preliminary positive responses to the policy measures taken to revive the economy and improving business sentiments at the beginning of 2020, the outbreak of the COVID-19 pandemic, the containment measures adopted by all countries including Sri Lanka and the ensuing projected contraction in the global economy, produced further uncertainties regarding the country's economic performance in 2020. The prevailing low inflationary environment and the maintenance of capital and liquidity buffers above industry norms in the banking sector enabled the Central Bank to support the efforts of the government to ease the burden on businesses as well as individuals.

Sri Lankan Key Economic Indicators Indicator	2019	2018	2017
Real GDP Growth (%)	2.3	3.3	3.6
GDP (US$ billion)	84.0	88.4	87.4
Inflation (YOY %)	4.8	2.8	7.1
Inflation - Annual Average (%)	4.3	4.3	6.6
GDP Per Capita Income (US$)	3852	4079	4077
Balance of Payment (US$ million)	377	(1103)	2068
Exchange Rate (Rs/US$)	181.63	182.75	152.85

Source: Annual Report 2019, Central Bank of Sri Lanka

Sectoral Performance

Sector	Rate of Change (%)		As a Share of GDP (%)	
	2019	2018	2019	2018
Agriculture, Forestry & Fishing	0.6	6.5	7.0	7.1
Industries	2.7	1.2	26.4	26.3
Services	2.3	4.6	57.4	57.5

Source: Annual Report 2019, Central Bank of Sri Lanka

Agriculture

The agriculture sector recorded a modest growth of 0.6 % in 2019, compared to the growth of 6.5 % in 2018, reflecting the impact of the extreme weather conditions observed during most months of the year. In 2019, growing of oleaginous fruits, especially coconut production, recorded improved performance with a notable growth of 18.2 %, mainly due to the lag effect of the favourable weather conditions that prevailed in the latter part of 2018. Meanwhile, paddy production in 2019 increased to 4.6 million MT. Consequently, rice imports dropped significantly in 2019, to 24,193 MT, from 248,901 MT in 2018. Meanwhile, growing of tea recorded a drop of 1.3 % in 2019, resulting from the dry weather conditions that prevailed in the first half of the year, disruptions in the labour supply amidst wage related trade disputes in the tea sector and slowing of tea plucking activities due to heavy rains in the latter part of the year. Moreover, rubber production declined to a record low of 74.8 million kilograms in 2019, resulting in a contraction of 9.5 % in activities related to growing of rubber.

Industries

The industry sector performance marginally improved in 2019, recording a growth of 2.7 % during the year, compared to the growth of 1.2 % in 2018. The construction and mining and quarrying subsectors grew by 4.0 % and 2.8 %, respectively in 2019, mainly supported by the government infrastructure development projects, compared to contractions of 2.5 % and 5.2 %, respectively, recorded in 2018. Meanwhile, manufacturing activities, which accounted for 15.6 % of GDP, registered a restrained growth of 1.9 % in 2019, compared to the growth of 3.6 % in the preceding year. In 2019, the manufacturing of textiles, wearing apparel and leather products subsector grew by 3.9 %, compared to the growth of 3.4 % in 2018, with the gradual recovery in demand for exported goods. Meanwhile, the growth of the manufacture of food, beverages and tobacco subsector decelerated to 3.4 % in 2019 from 4.0 % in the previous year, reflecting the impact of dampened domestic demand in the aftermath of the Easter Sunday attacks.

Services

The growth rate of the services sector dropped sharply to 2.3 % in 2019 compared to 2018, as the impact of the Easter Sunday attacks slowed activities in most of the subsectors. The accommodation, food and beverage activities subsector, which was the most directly affected subsector, contracted by 4.6 % in 2019, compared to the growth of 5.7 % in 2018. When considering the spillover effects of the Easter Sunday attacks and the general slowdown in economic activity, a deceleration was observed in the growth of activities in several other subsectors, including wholesale and retail trade (growth of 3.0 %), transportation of goods and passengers, including warehousing (growth of 1.4 %), financial service activities and auxiliary financial services (growth of 2.0 %), real estate activities, including ownership of dwellings and other personal services (growth of 2.4 %) in 2019. Meanwhile, the telecommunication and information technology subsectors displayed a robust growth oriented performance, expanding at 17.2 % and 13.1 %, respectively, during 2019.

Inflation

Irrespective of certain supply side issues, both headline and core inflation moved broadly in the desired range of 4 to 6 % during 2019, mainly as a result of subdued demand conditions. Headline inflation, as measured by the movements in the Colombo Consumer Price Index (CCPI, 2013=100) accelerated at the beginning of 2019. Influenced also by the revisions of administratively determined prices and taxes on certain food and non-food items, CCPI based year-on-year headline inflation accelerated from 3.7 % in January 2019 to 5.0 % in May 2019, before easing during the ensuing three months to record 3.4 % in August 2019. However, subsequent adverse weather conditions caused high food inflation, resulting in an acceleration of headline inflation to reach 5.4 % in October 2019, following which headline inflation remained below 5.0 % for the remainder of the year. Accordingly, CCPI based year-on-year headline inflation was recorded at 4.8 % in December 2019, in comparison to 2.8 % in December 2018.

Meanwhile, headline inflation, based on the National Consumer Price Index (NCPI, 2013=100) that attributes a higher weight to food items, followed the trend of CCPI based inflation during the first half of 2019, although remaining notably low. Nevertheless, NCPI based year-on-year headline inflation accelerated during the second half of 2019, reflecting the impact of supply side disruptions and reached 6.2 % in December 2019, compared to 0.4 % recorded at end of 2018.

Exchange Rate

The exchange rate remained broadly stable during 2019, supported by a significant improvement in the current account, despite some fleeting volatility experienced amidst outflows of portfolio investments, triggered by domestic and global developments. The exchange rate strengthened during the first four months of 2019, as a result of the significant contraction in the trade deficit and an increase in financial inflows. However, the exchange rate experienced some pressure in the immediate aftermath of the Easter Sunday attacks, and towards the latter part of 2019, reflecting the impact of heightened uncertainties in global markets, which resulted in some unwinding of portfolio investments by foreigners. Overall, the Sri Lankan rupee appreciated by 0.6 % against the US dollar in 2019, compared to the significant depreciation of 16.4 % experienced in 2018.

Interest Rates

Trends in Interest Rates	2019	2018	2017
Average Weighted Lending Rate (%)	13.59	14.40	13.88
Average Weighted Prime Lending Rate (%)	9.74	12.09	11.55
Treasury Bill Rate (364 days) (%)	8.45	11.20	8..90
Standing Deposit Facility Rate/ Repurchase Rate (%)	7.00	8.00	7.25

Source: Annual Report 2019, Central Bank of Sri Lanka

Market interest rates declined during 2019, as a result of the monetary policy and regulatory measures of the Central Bank. A notable decline in deposit interest rates was observed since May 2019, in response to the imposition of caps on deposit interest rates in April 2019, improved liquidity conditions and the reduction in policy interest rates. Accordingly, the Average Weighted Deposit Rate (AWDR) declined by 61 basis points to 8.20 % during 2019. Market lending rates, which continued to remain rigid despite the accommodative monetary policy measures of the Central Bank, declined significantly with the imposition of caps on lending interest rates in September 2019. The weekly Average Weighted Prime Lending Rate (AWPR), which is based on interest rates applicable on short term loans and advances granted by licensed commercial banks (LCBs) to their prime customers during a week, declined by 235 basis points to 9.74 % during 2019. The Average Weighted Lending Rate (AWLR), which is based on interest rates of all outstanding loans and advances extended by LCBs, declined by 81 basis points to 13.59 % during 2019. However, the reduction in market lending rates during 2019 was less than envisaged.

Fiscal Policy

Fiscal Performance	As a % of GDP		
	2019	2018	2017
Budget Deficit	5.5	5.4	7.6
Government Debt - Total	86.8	83.7	77.9
Government Debt - Domestic	44.1	42.3	42.5
Government Debt - Foreign	42.6	41.5	35.4

Source: Annual Report 2019, Central Bank of Sri Lanka

As a result of the significant decline in government revenue and the rise in government expenditure, the process of fiscal consolidation faced certain weighty challenges in 2019. Fiscal performance worsened in 2019 due to the notable decline in government revenue caused by the sizeable import reduction, particularly of motor vehicles, disappointing economic activity exacerbated by the Easter Sunday attacks, as well as the rise in recurrent expenditure. Further, the delays in implementation of certain revenue measures proposed in the government Budget 2019 also contributed to weak revenue performance in 2019. Accordingly, the budget deficit rose to 6.8 % of GDP in 2019, from 5.3 % of GDP in 2018. Government revenue as a percentage of GDP declined to 12.6 % in 2019 from 13.4 % in 2018. The decline in revenue from indirect taxes, mainly excise duty on motor vehicles, Value Added Tax (VAT), Cess levy, Ports and Airports Development Levy (PAL) and import duties, resulted in the lacklustre performance in tax revenue in 2019, despite the substantial increase observed in the collection of income tax. Certain significant adjustments to the fiscal policy to revive the economy were announced after the Presidential Election at end of 2019, including a series of tax concessions, along with other reforms aimed at increasing the disposable income and encouraging private consumption and investment.

Monetary Policy

In the backdrop of subdued demand driven inflationary pressures, the Central Bank adopted an accommodative and flexible monetary policy position in 2019 to support the revival of economic activity and address the sluggish growth in private sector credit. Within a neutral monetary policy stance, the Central Bank reduced the Statutory Reserve Ratio (SRR) applicable on all rupee deposit liabilities of LCBs by a total of 2.50 percentage points in November 2018 and March 2019, thereby addressing the persistent liquidity deficit in the domestic money market. Consequently, market liquidity turned to surplus levels from mid April 2019. However, in spite of the improvement in market liquidity, market interest rates remained downward rigid. Thus, the Central Bank imposed interest rate ceilings on deposit products of licensed banks and non-bank financial institutions in April 2019, with the intention of accelerating the monetary policy transmission through the financial system.

Further, the Central Bank reduced policy interest rates by a total of 100 basis points, in May and August 2019, in order to lower the market lending rates and boost credit flows to the private sector. Responding to these measures, deposit interest rates adjusted downwards notably, whilst the adjustment of market lending rates remained persistently inadequate.

Consequently, the Central Bank imposed ceilings on market lending rates in September 2019, whilst withdrawing the deposit rate ceilings imposed on licensed banks. This resulted in a continued downward adjustment in market lending rates during the remainder of the year.

The Non-Bank Financial Institutions (NBFI) sector suffered a notable contraction in performance during the year, triggered by the tightening of credit growth, spikes in NPLs and the overall decline in profitability. The slowdown in economic activities, the political uncertainty that prevailed, the lack of investor confidence and the security risks created by the Easter Sunday attacks all contributed to this depression in sector performance.

In the context of capital maintenance, the sector as a whole was able to sustain satisfactory capital levels coupled with healthy levels of liquidity that were well above the regulatory requirements. As with previous years, when considering the sector funding mix, deposits maintained their position as the primary funding source as the comparative increase in assets were predominantly funded through the mobilization of deposits, whilst the sector borrowings witnessed a comparative decline. By the end of December 2019, the total assets of the sector stood at Rs. 1,432.7 billion, representing 7.6 per cent of Sri Lanka's financial system.

Just as in previous years, the Central Bank continued to exercise prudential measures with the intention of maintaining sector stability with special attention paid to reviving LFCs with supervisory concerns.

By the end of 2019, the sector consisted of 42 LFCs and 4 SLCs. The overall branch network stood at 1432 branches, out of which 952 branches were located outside the Western Province.

Non-Bank Finance Sector Performance Highlights

Performance Indicators	2019	2018
Interest Income (Rs. Bn)	259.8	241.5
Net Interest Income (Rs. Bn)	117.4	108.8
Profit After Tax (Rs. Bn)	14.5	21.4
Total Asset Base (Rs. Bn)	1,432.7	1,431.3
Total Net Advances (Rs. Bn)	1,102.7	1,137.0
Total Deposits (Rs. Bn)	756.7	716.8
Total Borrowings (Rs. Bn)	405.6	463.8
Capital Elements (Rs. Bn)	203.2	183.7
Net Interest Margin (%)	7.5	7.4
Return on Assets (%)	2.2	2.7
Return on Equity (%)	7.7	12.1
Gross NPA Ratio (%)	10.6	7.7
Provision Coverage Ratio (%)	56.6	57.0
Total Advances to Total Assets (%)	77.0	79.4
Core Capital Adequacy Ratio – Tier I (% of Risk Weighted Assets)	11.1	9.8
Capital Adequacy Ratio – Tier II (% of Risk Weighted Assets)	12.5	11.1

Source: Annual Report 2019, Central Bank of Sri Lanka

Analysis of Sector Assets and Liabilities

The Total Assets of the sector experienced a slowdown in its growth during the year. The Total Assets base stood at Rs. 1.4 Bn and grew only by 0.1%, in comparison to the 5.6% growth that was recorded in 2018. When analyzing the composition of this asset base, loans and advances laid claim to 77% of the total assets. In the context of the loans and advances, finance leases represented 52.9% of the total loans and advances composition, whilst other secured loans accounted for 37% of all loans and advances.

With regard to the lending activities of the sector, a slowdown was experienced in 2019. This was mainly as a result of the policy measures taken to reduce the importation of motor vehicles and motor vehicle related lending activities. This was put into effect through the directions related to LTV ratios of credit facilities granted for motor vehicles. Further, lending activities were also affected by the comparatively high market rates that prevailed for lending, the sluggishness experienced in the context of economic activities as a result of lagging business confidence due to the political instability that existed in the lead up to the presidential elections and the security concerns raised by the Easter Sunday attacks. Therefore, lending activities of this sector contracted by 3% compared to the 7.6% growth experienced in 2018. Moreover, product categories such as finance leases, secured loans and advances and hire purchases all experienced significant portfolio drops whilst only the pawning and loans against deposits portfolios experienced some growth.

The investment portfolio of the NBFI sector companies comprised of investments in equities, capital market debt instruments, government securities and investment properties. The investment portfolio recorded a sharp increase of 20.5 % (Rs. 22.5 Bn) in 2019, compared to an actual drop of 7.1 % in 2018. This is mainly due to increased investments in government securities maturing in less than 12 months (Rs. 9.0 Bn), investment in shares, units and debt securities held for trading (Rs. 8.0 Bn) and investment properties (Rs. 7.1 Bn).

In the context of funding the sector assets, deposits continued to be the preferred source and it represented 52.8% of the total sector liabilities. Hence, in line with the marginal positive movement seen in asset growth, deposit growth also posted only a modest growth of 5.6%, whilst the sector borrowings portfolio actually declined by 12.6% in 2019.

In line with the mandatory increase of the regulatory capital requirements, the capital position of the sector also witnessed comparative growth. Fuelled by the actions taken by LFCs to increase their minimum core capital positions to be in compliance with the Rs. 2.0 Bn requirement by 01st January 2020, the equity capital of the sector increased by 10.6% and was at Rs. 203.2 Bn by the end of 2019. Further, as a result of this action, the sector's core capital stood at 11% and the total RWCAR stood at 12.5% by the end of 2019. This is in comparison to the respective corresponding levels of 9.8% and 11.1 % registered by the end of 2018.

Credit Risk

Symbolizing the worsening asset quality position of the sector, the gross non-performing ratio (NPA) increased to 10.6% by the end of 2019, in comparison to the 7.7% position registered at the end of 2018. This deteriorating position was mainly due to the slowdown in economic and lending activities that resulted from the Easter Sunday attacks and the indirect effects of the Debt Relief Program. Further, with the implementation of the SLFRS 9 accounting standard, the NPAs are expected to rise further and this would cast the spotlight on the significant credit risk that is prevalent in this sector.

Interest Rate Risk

During the year, there was a reduction of the maximum interest rate caps on deposits and debt instruments imposed on LFCs. As a result of this, the sector experienced a drop in the cost of funds and also a marginal reduction in lending rates with regard to the new loans granted. Therefore, the interest rate risk of the sector also somewhat declined in the context of the existing negative mismatch in the maturity profile of its interest bearing assets and liabilities.

Liquidity Risk

Throughout the year, the sector was able to maintain adequate liquidity buffers that were well above the regulatory minimum levels. By the end of 2019, the minimum liquidity requirement of the sector stood at Rs. 89.8 Bn and against this, the sector had a surplus of Rs. 41.6 Bn. In this context, the liquidity ratio, which is made up of liquid assets against deposits and borrowings, rose to 11.3% by the end of 2019, in comparison to the 9.6% registered at the end of 2018.

Sector Profitability

The net interest income of the sector during 2019 was Rs. 117.4 Bn and this represented an increase of 7.9%. Even though there was a 7.4% increase in interest expenses, the fact that interest income increased by 7.6%, ensured this net interest income growth. The net interest margin of the sector also witnessed an increase to 7.7% in 2019 from its position of 7.4% in 2018, primarily as a result of this net interest income increase of 7.9%. When looking at non-interest income, there was an increase of 3.4%, primarily as a result of increases in default charges and other service charges.

A point of consternation is that non-interest expenses like administration expenses and personnel expenses experienced an increase of 15.5% in 2019, thus taking a significant bite out of the profitability of the sector. Further, stemming from the deterioration in asset quality, the loan loss provisions made against NPAs stood at Rs.30.2 Bn, which represented a 16.2 % increase compared to its 2018 position. In the context of the bottom line of the sector, the cumulative profit after tax of Rs. 14.5 Bn represented a decline of 31.9% compared to the previous year and this was predominantly due to the increases in non-interest expenses and loan loss provisions. When compared to their positions in 2018, both the ROA and the ROE saw comparative declines to 2.2% and 7.5% respectively, signifying the downward pressure on sector profitability.

Capital Funds

Throughout the year, the sector was able to maintain capital at the adequate levels, in the context of regulatory requirements. In the context of the mandated increases in regulatory minimum capital requirements, the total regulatory capital levels increased by Rs. 22.3 Bn in 2019. The core capital ratio and the total RWCAR of the sector stood at 11.1% and 12.5% respectively in 2019 and signified comparative increases of 1.3% and 1.4% compared to their 2018 positions. It is to be noted that there were a few LFCs that had non-compliance issues with the minimum core capital requirements and the minimum capital adequacy ratios. The CBSL has initiated regulatory action to avoid further depletion of their financial position and maintain the stability of those institutions in order to safeguard the interests of the depositors.

Regulatory Developments in the Sector

Just as in previous years, in 2019 also, the Central Bank introduced a number of policy measures and prudential regulations to further strengthen the supervisory and regulatory framework of the NBFI sector in order to enhance the stability and soundness of the sector and preserve customer confidence.

A Direction was issued to introduce maximum interest rates on deposits and debt instruments of the NBFI sector operatives, considering the high real interest rates on deposits and high rates on lending products observed in the economy. This Direction was revised subsequently in consideration of requests made by the industry to remain competitive in the market and also to reduce the impact on profits of the sector companies.

The existing LTV Direction issued to Licensed Finance Companies (LFC) was revised to incorporate the 2019 Budget proposals by allowing higher LTV ratios for light trucks. The earlier 70 % LTV ratio in respect to light trucks was revised to an increased ratio of 90 %.

The existing Direction on Valuation of Immovable Properties issued to the NBFI sector was revised. The eligibility criteria for valuers were updated and the frequency of valuation for different categories of assets classes was amended.

A circular was issued to the NBFI sector with the intention of mitigating the adverse impact on the tourism sector as a result of the Easter Sunday attacks. This enabled these institutions to grant a moratorium to individuals and entities who have registered with the Sri Lanka Tourism Development Authority or any other authority/agency to provide services to the tourism sector.

Under the Extraordinary Gazette No.2125/58, regulations were issued on the priority of claims in a winding up of a LFC. Accordingly, the liquidator shall pay out of the assets of the LFC the expenses, fees and claims according to its tenor to the extent and in the order of priority set-out in the Schedule to the said regulation.

A consultation paper was issued on introducing ownership limits to LFCs, with the objective of diversifying the ownership of shares in LFCs. Due to an array of reasons, situations have arisen where several LFCs have either failed or become almost bankrupt during the last few decades. Introducing ownership limits on LFCs is regarded as an important component of the process of strengthening good corporate governance practices in this sector.

A consultation paper was issued on credit risk management for LFCs. The existing directions on credit risk management are outdated and create a distortion in the treatment of NPLs in the LFCs and SLCs sector.

Our Value Creation Model

• VISION • MISSION • VALUES

• CORPORATE PLANNING • STRATEGY DEVELOPMENT

VALUE DRIVING INPUTS

FINANCIAL CAPITAL
• Budgeted Profitability & Resource Allocation
• Optimum Product Mix
• Capital Structure & Sources of Finance
• Liquid Asset Maintenance • Pricing
• Statutory Capital Adequacy Requirements

CUSTOMER CAPITAL
• Product Development
• Service Level Development
• Distribution Channel Development • Branding
• Customer Relationship Management

BUSINESS PARTNER CAPITAL
• Financing Partners & Investment Advisors
• Insurers • Outsourced Service Providers
• Regulators, CRIB & Rating Agencies

HUMAN CAPITAL
• Talent Acquisition and Retention
• People Development • Talent Management
• Rewards and Retention • Disciplinary Monitoring

INTELLECTUAL CAPITAL
• Industry Expertise
• Organizational Knowledge Base
• Best Practices & Process Excellence

INFRASTRUCTURE CAPITAL
• Branch Network Management
• IT Systems Development

VALUE GENERATION & ENHANCEMENT PROCESS

FINANCE AND TREASURY | HUMAN CAPITAL | OPERATIONS

ICT | FACILITIES MANAGEMENT | LEGAL

INTEGRATED RISK MANAGEMENT | INTERNAL AUDIT | COMPLIANCE

FUND MOBILIZATION
- FIXED DEPOSITS
  - RETAIL
  - INSTITUTIONAL
- PERSONAL SAVINGS
- FUND RAISING THROUGH BORROWINGS AND ISSUING FINANCIAL INSTRUMENTS

LENDING
VEHICLE FINANCING
• VEHICLE LOANS
• FINANCE LEASES

PERSONAL FINANCING
• CONSUMER LOANS
• PERSONAL CASH LOANS
• GOLD LOANS
• LOANS AGAINST FIXED DEPOSITS

SPECIALIZED BUSINESS FINANCING
• FACTORING

MARKETING | CREDIT | COLLECTIONS AND RECOVERIES

• BEST PRACTICES • INTERNAL POLICIES • PROCEDURES

• RISK MANAGEMENT

• CORPORATE GOVERNANCE

• VISION • MISSION • VALUES

• CORPORATE PLANNING • STRATEGY DEVELOPMENT

ENHANCED & VALUE DRIVEN OUTPUTS

FINANCIAL
• Budgeted Profitability Achievement
• Maintenance of Statutory Capital Adequacy Requirements
• Budgeted Dividend Declaration
• Enhancement of Reserves
• Share Price Increase

CUSTOMER
• Deposit & Lending Portfolio Growth • Increased Customer Satisfaction
• Increased Repeat Customers • Enhanced Brand Value
• Increased Cross Selling

BUSINESS PARTNER
• Favourable Funding Facilities
• Seamless Execution of Outsourced Services
• Compliance with Regulatory Requirements
• Favourable Credit Ratings

HUMAN
• Increased Employee Productivity • Motivated Workforce
• Reduced Turnover • Increased Internal Recruitment
• Compliance with Internal Processes

INTELLECTUAL
• Enhanced Organizational Know-how
• Development of Best Practices & Process Excellence
• Ability to Predict & Face Industry Challenges

STAKEHOLDER IMPACTS

ECONOMIC
• Contribution to State Revenue
• Returns to Shareholders
• Retention of Profits
• Contribution to Rural Economic Development

SOCIAL
• Employment Generation
• Regulatory Compliance
• Maintenance of Business Ethics
• Engagement in Industry Development

ENVIRONMENTAL
• Management of Natural Resource Utilization
• Management & Proper Disposal of Wastage
• Non-Engagement with Environmentally Hazardous Businesses

• BEST PRACTICES • INTERNAL POLICIES • PROCEDURES

• RISK MANAGEMENT

• CORPORATE GOVERNANCE

Corporate Strategy behind Value Creation

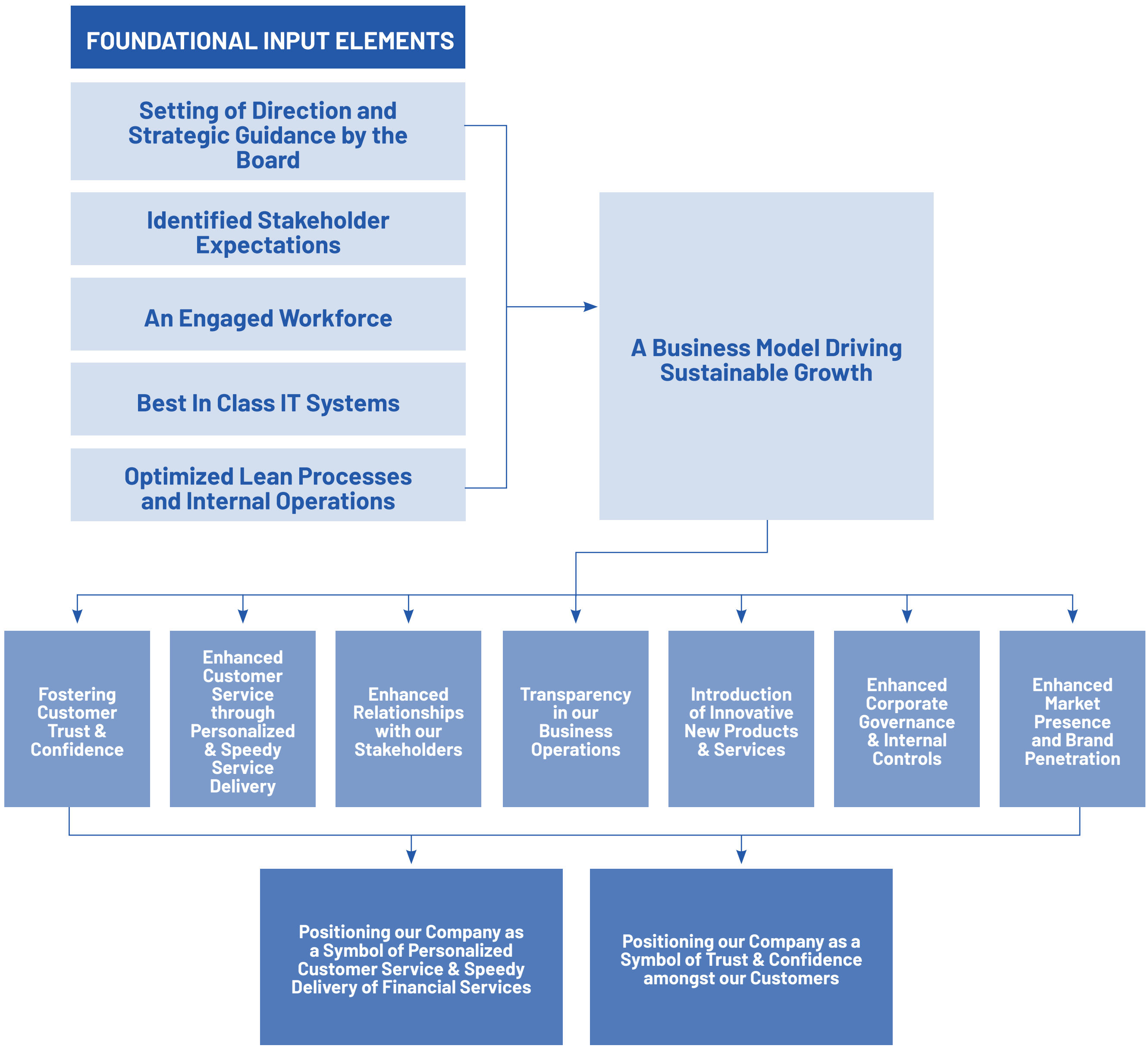
Our Business Model and Corporate Strategy Execution

We have been consistently committed to progressing from the traditional notion of a finance company and hence differentiating ourselves and setting ourselves apart from other financial service providers. Our reengineered business model directs us towards focusing primarily on vehicle financing. Additionally, backed by refined processes and checks and balances, we will be expanding our footprint in the personal financing and factoring spheres in a controlled manner in order to avoid overexposure to those segments. Instrumental to this drive, is our ambition to also be the preferred retail investments partner of our customers in terms of fund mobilization. Foundational to the achievement of these goals, is the ongoing rollout of the planned digitalization of product related processes and the introduction of digital platforms for client interaction that would enhance the customer experience and also curtail wastage.

Critical to this endeavor are the below mentioned key success factors:

- Adopting best-in-class IT systems and driving digitalization
- Building an engaged, innovative and productive workforce
- Continuous refinement of our internal processes and controls
- Effective application and management of our monetary resources
- Partnering and maintaining relationships with strategic partners

A DIFFERENTIATED VALUE PROPOSITION



Our Value Creation Process

Our value creation process embodied in our business model is the result of strategic fine tuning over time in anticipation of and in response to changes in our operating environment. It has been equipped to ensure that our shareholders receive increasing returns over the medium and long term, whilst actively addressing and responding to concerns and demands of our broader stakeholder base. Regardless of whatever lofty financial goals we have set, our value creation process has been modelled in such a way as to ensure that we always run an ethical business and adhere to the tenets of corporate governance and regulatory compliance.

The Value Drivers

In order to achieve our goal of creating value to all our stakeholders, we have carefully selected and engaged an identified set of input capitals as drivers of our value creation process. They are Financial Capital, Human Capital, Customer Capital, Business Partner Capital, Intellectual Capital and Infrastructure Capital.

FINANCIAL CAPITAL

Financial Capital involves the financial management function which ensures that our financial resources are leveraged and used effectively in the value generation process, whilst complying with statutory capital adequacy requirements.

HUMAN CAPITAL

Human Capital involves the management of our most important resource in our value creation process; that is our team. Functions like internal and external recruitment, training and development, talent management, rewards and retention planning and discipline management contribute to ensuring that this key resource becomes a strategic partner in value generation.

CUSTOMER CAPITAL

Customer Capital involves the effective management and fostering of our customer base through personalized customer relationship management, customer loyalty management, product development, branding and service level development.

BUSINESS PARTNER CAPITAL

Business Partner Capital involves the careful engagement and management of our business partners in order to deliver the desired value to our customers, whilst managing our deployed resources in the most effective manner.

INTELLECTUAL CAPITAL

Intellectual Capital revolves around the industry expertise that we bring into this value generation process. Through our organizational knowledge base, the best practices we have adopted and our continued commitment to process excellence, our intellectual capital brings in that intangible component that helps operationalize our other inputs.

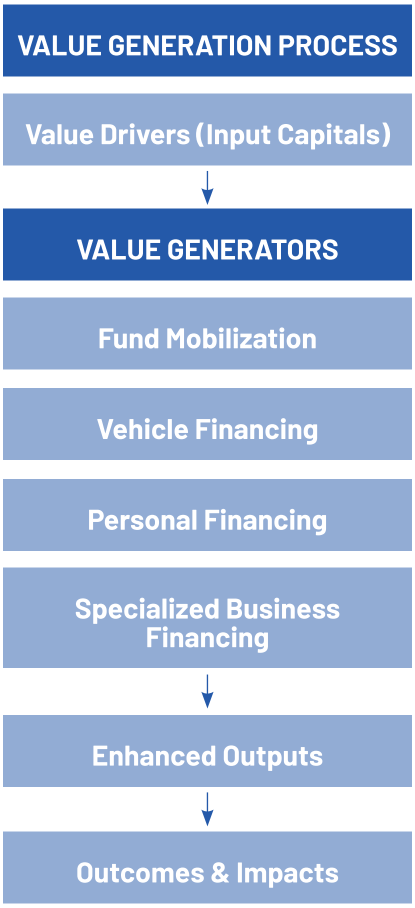
INFRASTRUCTURE CAPITAL

Infrastructure Capital that is brought into the process is the continued management and enhancement of the customer experience offered through our branch network, the substantial investments made in implementing best in class IT systems and the process of digitalization that is in the process of being implemented.

The Value Generation Process

The onus on our value generation process is to manage and effectively utilize the input capitals in order to produce the desired outputs whilst ensuring that the economic, environmental and social impacts of our business are managed as planned. In order to generate the expected value from our fund mobilization, vehicle financing, personal financing and factoring activities, our internal processes and support services have been strategically deployed and effectively geared to produce optimum returns to our value chain.

Our value creation process is a continuous, evolving process and these input capitals, the value generating activities, the immediate outputs and the impacts are all interdependent and incessantly influence each other. This is how we leverage our core competencies and the competitive advantage that we have in our business domains in order to maximize the value we create for our stakeholders.



The Immediate Outputs

Our value generating process produces a number of immediate outputs that would be altered and enhanced through the value generators that we put our inputs through. Our immediate value-enhanced outputs have been categorized as:

1. Financial Domain
2. Human Capital Domain
3. Customer Domain
4. Business Partner Domain
5. Intellectual Domain

The Outcomes & Impacts

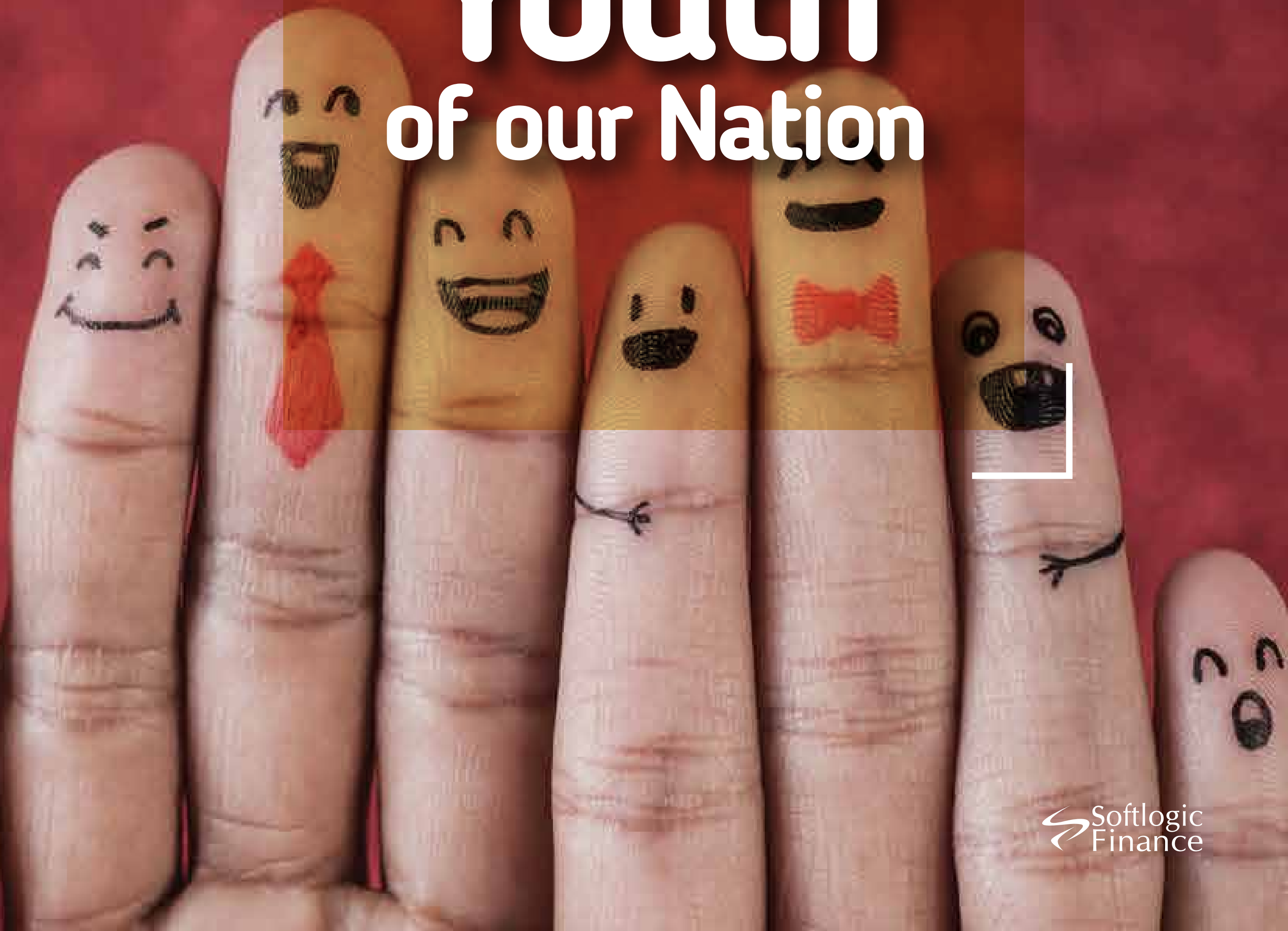
Our value generation process has a significant and sustained impact on a host of stakeholders with differing and sometimes conflicting interests. Management of these impacts is paramount for our long term survival and is achieved through the setting and execution of an inclusive corporate strategy. For monitoring efficacy, we have identified these impacts broadly as follows:

1. Economic Impacts
2. Social Impacts
3. Environmental Impacts

Management
Discussion and Analysis

Simplicity Accessibility Digitalisation

Centered around the Youth of our Nation



Softlogic Finance

Impacts on Profitability

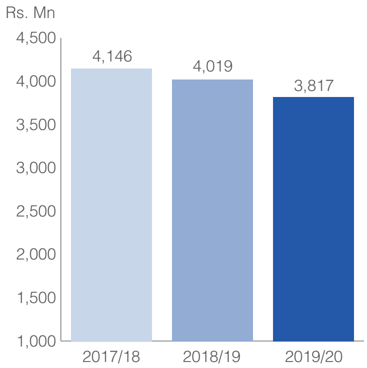
For the 2019/20 financial year, the company posted a Net Loss After Tax of Rs. 334 Mn, This contraction in our financial performance was primarily due to the sluggish growth experienced in our Interest Income as a consequence of shifting from the unsecured SME working capital loan product to securitized loan products like leasing & vehicle loans. A strategic shift was taken to reduce the exposure of our SME loan portfolio due to the macroeconomic challenges created by the economic slowdown during the year, the Easter attacks and the Covid-19 pandemic situation & the ensuing lockdown situation that continued to have lasting repercussions on the SME sector of the country. Further, there was a notable increase in our impairment charges, which grew by 106%, mainly due to the adoption of the IFRS 09 accounting standard and the rising NPLs affecting the entire Non-Bank Financial Institutions (NBFI) sector.

Even though external factors such as a sluggish economy, the lasting effects of inclement weather conditions and the Covid-19 pandemic situation affected our bottom line during the year under review, with the aggressive rollout of our reengineered business model that is currently underway, we are extremely confident that we would be able to consistently improve our financial performance in a sustainable manner in the medium and long term. The new business model has repositioned our value proposition offered to our customers in terms of secured lending and fund mobilization.

Income Analysis

During the year under review, in terms of Interest Income, a modest year-on-year decrease of 2% from Rs. 3.7 Bn to Rs. 3.6 Bn was recorded. However, in the context of Total Gross Income, which collectively contains Interest Income, Fee and Commission Income and Other Operating Income; we experienced a 5% drop from Rs. 4.0 Bn to Rs. 3.8 Bn. This stagnant topline performance was caused by substantial declines in our business financing portfolios, particularly in our SME loan portfolio as a result of the strategic shift towards collateralized lending, triggered by a host of macroeconomic factors.

TOTAL GROSS INCOME

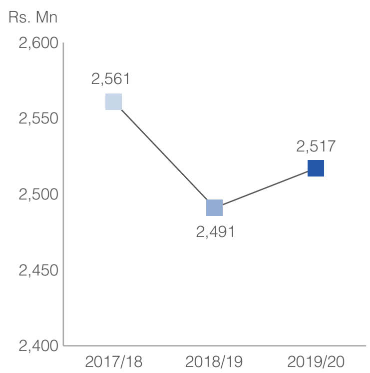


When analyzing the product-wise income contributions, on a year-on-year context, we experienced noteworthy interest income increases in our Gold Loan, Leasing and Factoring products. With reference to the Gold Loan product, there was a year-on-year increase of 61 % as a result of the island-wide marketing campaigns that we carried out to reposition this product in the market in light of the refined value proposition that we offer to our clientele. Moreover, spurred by our reengineered business model, the Interest Income generated from our Leasing product grew by 23% when compared to the previous financial year. With the accelerated growth rate that our Leasing and Vehicle Loan products are experiencing, we are in a prime position to experience income growth from both these products in the upcoming years.

Interest Costs Analysis

During the year under review, the total interest costs of the company increased by 1%, primarily due to the comparatively high costs of securitized borrowings. We directed our focus towards the mobilization of time deposits from individual retail investors for periods over 1 year and carrying maturity based payment methods. Moreover, the company continued to negotiate with its banking partners to keep the finance costs of its funding lines at manageable levels.

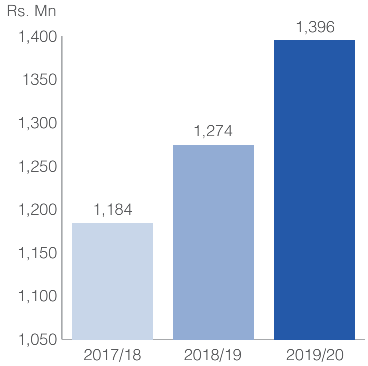
INTEREST EXPENSES



Cost Management

During the financial year under review, the company was able to effectively manage its operational expenses through numerous cost management initiatives it undertook. When compared to the previous year, the company's Operating Expenses grew by 10%. Throughout the year, the management undertook the redesign and reengineering of many operational processes and workflows in order to keep our support services lean. The resulting reduction in expenses will be seen in the future years to come.

TOTAL OPERATING EXPENSES



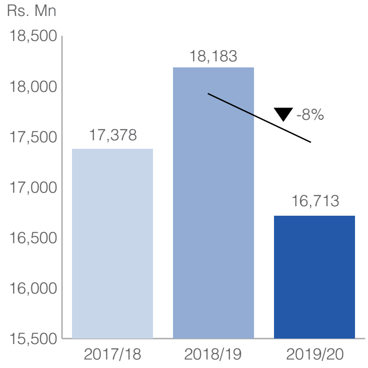
When analyzing the composition of Operating Expenses, it is seen that Personnel Costs amount to 32% of the total Operating Expenses. In order to ensure that this cost is effectively controlled, especially in light of the recently implemented state-of-the-art integrated IT system, the management continuously takes action to re-engineer existing job roles, effect job redesign and also to give priority to internal transfers whenever vacancies arise. The redesign of job roles and operational workflows are undertaken carefully so as not to adversely affect the customer experience in any way. The internal recruitment initiative is carefully implemented by looking at the possibility of internal recruitment only when the requirements of the vacancy are matched by the skills of the internal resources.

Further, Other Operating Expenses constitute 68% of total Operating Expenses and consist of administrative, marketing, maintenance and professional expenses, among others. Continuous action was taken to streamline and re-engineer internal processes, minimize wastage, renegotiate contractual terms with vendors and execute various cost saving initiatives in order to control these costs. The result being that the company was able to increase its efficiencies and productivity, whilst managing its cost exposure.

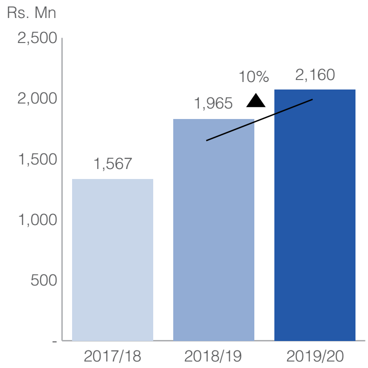
Lending Portfolio Analysis

The total Net Lending Portfolio of the company decreased by 7.2% from Rs. 18.0 Bn as at 31st March 2019 to Rs. 16.7 Bn as at 31st March 2020. This is due to the economic slowdown and the Easter attacks that affected the entire industry.

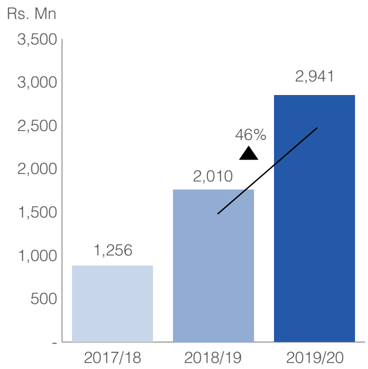
LENDING PORTFOLIO



LEASE & HIRE PURCHASE PORTFOLIO



GOLD LOAN PORTFOLIO



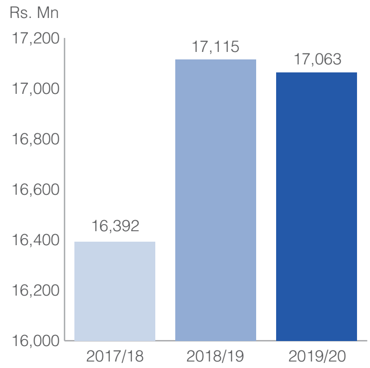
Liquidity Management

The company was able to maintain healthy liquid asset levels right throughout the year in excess of the minimum regulatory liquidity requirements. Liquid assets were maintained in the form of cash and cash equivalents, government securities, repos and bank deposits. At the end of the financial year, the company's regulatory liquid asset levels were Rs. 531 million in excess of the minimum regulatory level. Further, the company maintained unutilized credit lines right throughout the year and as at 31st March 2020, had access to Rs. 500 million in the form of unutilized credit lines.

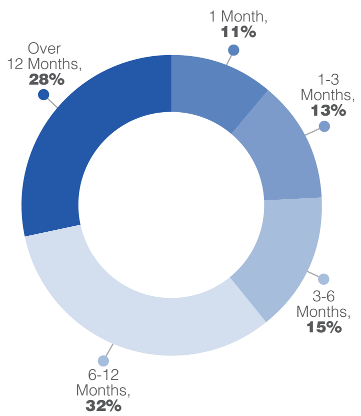
Deposit Portfolio Analysis

For 2019/20 financial year, the company was able to maintain its public deposit portfolio at the Rs. 17 Bn level. During the latter part of the 2019/20 financial year, there was a significant drop in interest rates, making it not an ideally conducive environment to mobilize deposits. However, the company managed the retention of these deposits as a result of the strong relationships with customers & by offering fast tailor-made service at all levels.

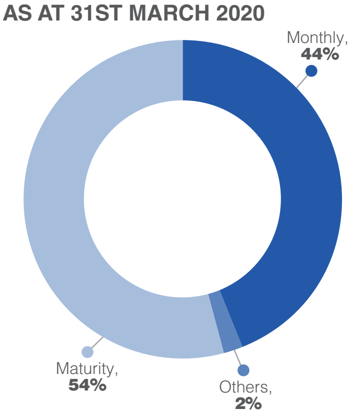
CUSTOMER DEPOSITS BASE



PERIOD-WISE ANALYSIS OF OUR FD BASE AS AT 31ST MARCH 2020

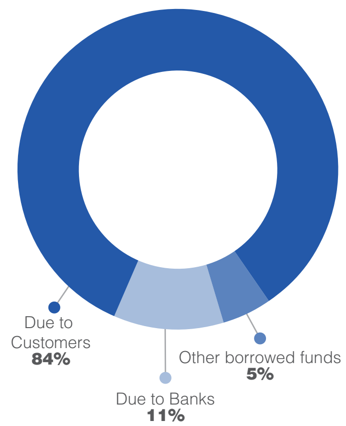


PAYMENT METHOD BASED ANALYSIS OF OUR FD BASE AS AT 31ST MARCH 2020

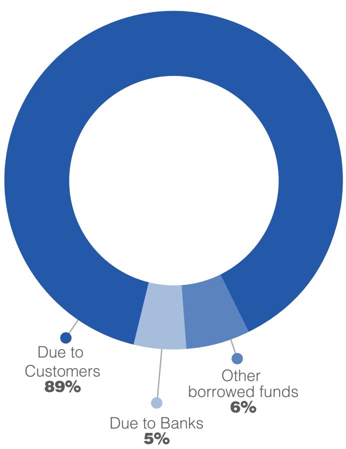


Overall, when looking at the company's funding mix, it is seen that the company's reliance on public deposits has comparatively increased slightly to 89% in 2019/20 from its position of 84% in 2018/19 even with the significant rate reductions that occurred during the latter part of the financial year 2019/20. The fact that there was no major decrease in the dependency on public deposits signifies the company's ability to draw in and retain public funds even in the face of increased competition from banks and other financial institutions, based on the trust the customers have placed on the company. Further, armed with its strategy of focusing on long term maturity based time deposits, the company continued its focus on mobilizing this comparatively cheaper funding line at the expense of issuing other financial debt instruments, even though there was a short term uptick on the dependency on bank borrowings spurred by an increase of short term bank borrowings. However, the dependency on other funding sources such as debentures decreased as we fully repaid our issued debentures during the course of the year.

FUNDING MIX 2018-19



FUNDING MIX 2019-20



Customer Capital

Management Approach

In line with our corporate values, our valued customers are placed at the centre of all our activities and we constantly push ourselves to ensure that we deliver an outstanding and uncompromised customer experience. We are committed to adopting a customer centric approach to all our business activities, be it support service, product development or sales. The service culture that we have fostered within our organization means that all our personnel, whether back office or front office; our internal processes and our entire branch network are completely geared to providing our valued clientele with a memorable customer experience.

We constantly strive to improve our service quality and service delivery by always giving priority to customer concerns and customer feedback. Based on the feedback we receive from our customers, we constantly reengineer our workflows and redesign our processes to streamline service delivery and bridge any gaps that exist.

Product Diversity

In line with the customer centric approach that we have embraced, as well as the data driven product management techniques that we are in the process of adopting, we have been able to design and structure our product portfolio so as to cater to diverse customer segments requiring access to financial services and at the same time, sustain and enhance product profitability. From increasing access to formalized sources of financing for the country's entrepreneurs and retail customers to providing retail investors a stable and safe return on their investments, our products are geared to meet the evolving financial needs of our customers.

Achieving Service Excellence

The service culture that we have embodied has ensured that the organization as a whole, collectively drives service quality and service delivery. We constantly look inwards and audit our operational discipline in order to ensure that the service delivery pipeline works seamlessly without any gaps or hiccups. This drive to achieve customer service excellence is ingrained at the core of our corporate values and represents what drives us to improve ourselves every single day.

Our commitment to achieving customer service excellence is buttressed by the measures we undertake to ensure that we are structurally ready to drive this goal:

An Overview of Measures taken to drive Customer Excellence
Continuous training and evaluation on customer excellence for all our staff; be it sales staff, support services or client services.
Reviewing and reengineering our internal processes in the context of the digitalization that we are driving in order to ensure that our operational workflows are customer centric and are geared to provide optimum sezrvice levels to our customers.
Continuous improvements and enhancements to our integrated IT system and the introduction of digitalization across all our business verticals that will enhance the customer relationship management processes

Regular operational housekeeping is undertaken by the management in order to review and ensure that our internal processes and workflows are optimally designed and geared to deliver high quality and memorable customer service without any operational hiccups. In order streamline and strengthen these processes and workflows, the management regularly reviews and reengineers them to ensure that they continue to be customer centric and service oriented.

The company has implemented an organization-wide integrated IT system specifically geared to support the financial services that we provide, in order to introduce new financial products, enhance the customer relationship management and related frontend functions of our operations and to provide the frontend staff and the management with a more efficient support services function. With the end-to-end digitalization of processes that we are rolling out, we will be able to further refine our customer-centric processes, cut wastage and provide our customers with a state-of-the art service experience.

Our commitment to our customers do not stop there, we have also in place a comprehensive customer complaints handling system to ensure that any issues that our customers have are immediately addressed and constant feedback and solutions are given without any undue delay. As a testament to the commitment we have towards ensuring that our customers always have a pleasant experience when dealing with us, we have developed a customer complaints handling hotline, backed by a dedicated team to address any issues that our customers would have.

Product Responsibility

We ensure that all our business transactions with our customers are carried out in an ethical and transparent manner and we ensure that we give primacy to educating the customer of the features of our products and the conditions that they entail. The personalized customer engagement process that we have adopted in dealing with our customers helps us to directly interact with the customer on a one-on-one basis and explain to them all the relevant financial and legal implications that their financial transactions with us entail.

Fairness and Transparency in Customer Interactions

Throughout the personalized interactions that we undertake with our customers, we ensure that we are fully transparent and forthcoming with our customers with regard to product features and information, financial and legal conditions and the credit evaluations processes that we undertake when granting loans. All regulatory disclosures are made to the customers and we make it a point to educate our customers on regulatory requirements whenever the occasion arises.

We make objective and transparent assessments on the financial capabilities of our clients and advise them on how to manage their potential and current financial obligations with us. Our recoveries processes are designed to be fully transparent and our recoveries teams ensure that our customers are fully apprised with all relevant information in advance.

Anti-Competition

As a responsible corporate citizen, it is our policy to not engage in any sort of anti-competitive practices and we strictly enforce it. We strictly follow all regulatory pronouncements and continuously educate our staff and enforce the need to carry out our business transactions ethically. Our products have been designed to be in line with the applicable regulatory guidelines and all our pricing has been undertaken to be within the Central Bank policy rates.

Anti-Corruption

We have implemented a Code of Ethics across our organization in order to ensure that our employees do not engage in corrupt, illegal or unethical practices that could harm our customers or our company. Our employees are regularly educated and trained in this regard and the internal control and risk management mechanisms that we have in place are geared to prevent and detect any such activities. Further, in order to take action if such improper practices materialize or if we receive any complaints, we have in place, a well-structured investigation and disciplinary mechanism. Moreover, the company has a whistle-blower mechanism in place for employees to confidentially report on any such incidences.

Customer Privacy

As a responsible financial institution, we take the importance of customer privacy and the integrity of their data very seriously. As a policy, we do not share any information of our customers with any external party, unless statutorily stipulated and we have sufficient and continuously assessed IT controls in place to ensure that no data breaches or any data integrity issues arise.

Product Portfolio Compliance

We constantly review and take action with regard to ensuring that our products and associated support services are in compliance with statutory requirements. Regular training is provided to our staff to ensure that they are well versed in the regulatory aspects of the products that they deal with so that accurate information is passed on to the customers. Our internal control systems and the risk management mechanism in place constantly work towards ensuring the there are no breaches of any regulatory requirements in the context of our products and operations.

Future Outlook

In order to spearhead our product portfolio growth and position ourselves as the preferred non-bank financial institution, our plan is to excel in terms of achieving service excellence, product development, brand development and customer relationship management. The structured training, the rollout of the digitalization of processes, the regular review and reengineering of our processes and the introduction of our integrated IT system will help us to continue the fostering of a service culture that ensures customer centricity and product innovation in all aspects of our business.

The development of this customer centric attitude across the organization has been recognized by our management as the driving force behind future business expansion. With the continuing digitalization process, the rollout of our refined business model and the enhancement of the capabilities of our integrated IT system, we are positioning ourselves to achieve customer loyalty and sustainable business growth in the future, across all product lines.

Business Partner Capital

Management Approach

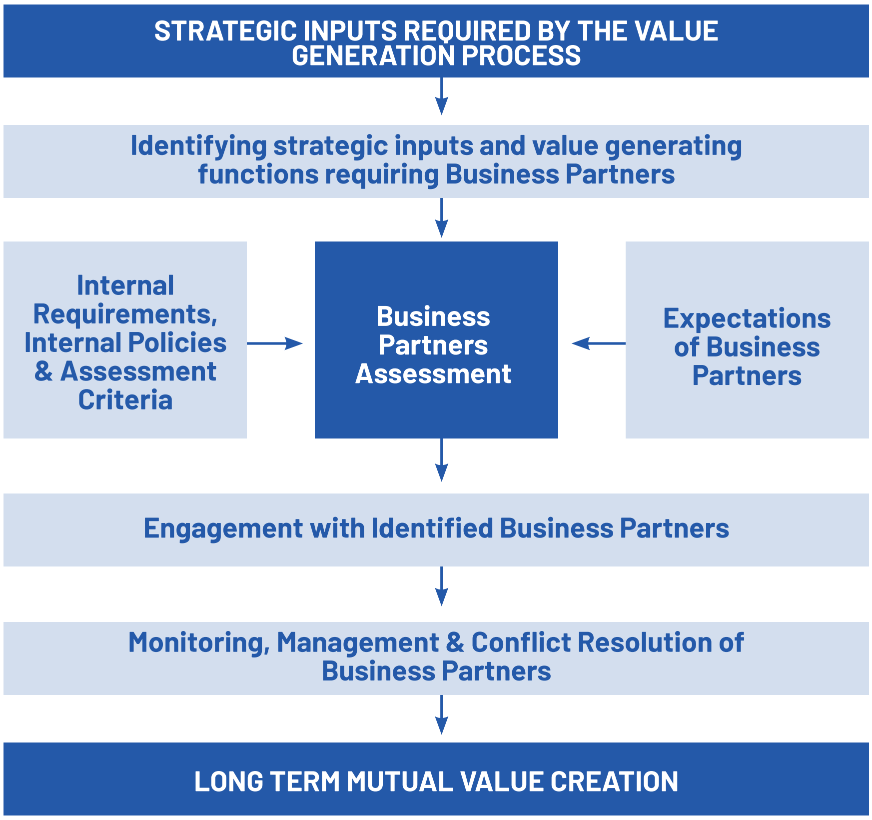
The mutually beneficial relationships that we have developed with our Business Partners play a pivotal role in shaping the overall quality of service delivery to our customers.

Further, these relationships that we have developed are critical to maintaining our competitiveness in the market and in the strategic positioning of our business. In effect, our business partners help us deliver sustainable value to all our stakeholders.

Our approach to Business Partner Capital Management is to foster partnerships that serve as prudent investments rendering strategic value for the resources that we expend. Therefore, it is with extensive and continuous evaluation that we engage with our pool of suppliers in availing of their services.

Although the primary focus of our supplier evaluations is on the cost and quality, we seek to engage with suppliers who are conscious about their social and environmental responsibilities as we are. In line with our formalized procurement practices, there is constant monitoring and assessments of the procurement processes in place and the choice of business partners.

The supplier monitoring and management activities in place are numerous but the overall focus is on supplier performance of contractual obligations, the value generated to our business and the cost advantages realized.



Business Partner Engagement

The collaborative approach that we have adopted when engaging with our business partners serves as the basis on which we build win-win partnerships with them. These mutually beneficial partnerships, built on foundations of trust and understanding, help us avail ourselves of reliable and consistent services whilst offering a steady source of revenue to our suppliers.

Value Generating Processes involving Business Partner Engagement
IT Services and Process Digitalization
Market Research & Marketing Communications
Financial Planning & Investment Advisory
Insurance
Training and Talent Development
Collections & Recoveries
Legal Advisory
Outsourced Non-Core Operational Services
Compliance Management

Business Partner Evaluation & Assessment

All major procurements are evaluated and managed centrally, as per our formalized procurement practices. The respective departments and the relevant subject matter experts are charged with the setting up of conformance standards and specifications for procurement of materials and services.

Currently, our procurement practices advocate supplier assessment broadly based on the following criteria:

Quality
Cost
Long Term Strategic Value Generated
Reliability of Consistent Service/ Material Delivery
Regulatory Compliance

Business Partner Classification and Management

Based on the strategic priorities of our business, we have classified and set up processes to manage our business partners. Ultimately, our engagement approach is dictated by the need to ensure that the service levels and outcomes match our strategic requirements that change from time to time.

Classification of Business Partners	
General Approved Vendors	Advertising & Creative Partners
	Corporate Communication Partners
	Infrastructure related Suppliers & Contractors
	Courier Services
	Outsourced Operational Service Providers
Valued Consultants	Investment Advisors
	IT Consultants
	Rating Agencies
	Branding Consultants
	Human Resource Consultants and Trainers
	Legal Advisors
	External Auditors
Strategic Partners	Financing Partners
	Insurers
	Advertising Agencies
	IT Service Providers & Process Digitalization Partners
	Partnering Vehicle Agents and Vehicle Dealerships
	Group Companies partnering for our Personal Loan product
	Banking partners for payment services
	ATM Network Service Provider
	Specialized Recovery Service Providers
Regulatory Partners	Central Bank of Sri Lanka
	Department of Inland Revenue
	Securities and Exchange Commission of Sri Lanka
	Colombo Stock Exchange
	Credit Information Bureau of Sri Lanka

Future Outlook

Our business partners, especially our IT service and digitalization partners, will continue to play a crucial role in achieving the service and process excellence that we continuously strive for.

Therefore, in light of the undoubtedly influential role that our business partners play in our value generation process, we will continue to pay special attention to maintain and foster the mutually beneficial relationships we have with them, whilst continuing to form new partnerships that would generate added value in the context of our revamped business model.

Management Approach

Our human capital has always been recognized as our greatest asset and we have acknowledged the continuous development of our talent as being critical to the sustainable growth of our company. Driven by our core values, we go beyond the traditional norms of employee welfare management to ensure that a range of best practices in Human Capital management are adopted to ensure that our people add sustained strategic value to our business.

As we operate in a constantly changing environment, we have identified that our employees need to act as change agents who drive the continuous enhancement of our service culture. To achieve this, we have adopted a four pronged approach to the management and development of our human capital. This four pronged approach is as follows:

- Talent Acquisition, Engagement & Retention
- People Development & Talent Management
- Employee Administration & Performance Management
- Employee Welfare Provision & Statutory Compliance

The HR department represents a centralized focal point that drives and administers all talent acquisition and retention, people development, performance management and employee welfare management activities. Additionally, the HR department also initiates and assists the departmental heads, regional managers and branch managers in the overall administration of the company's human resources in their respective business units.

In order to stay ahead of our competition and continuously foster a service culture in our company and encourage a conducive environment for product innovation, the HR department adopts best practices with regard to HR management and development and constantly reviews its policies towards the four key strategic HR ingredients mentioned earlier. This is whilst ensuring that we adhere to all the applicable labour laws and regulations and striving to consistently go beyond industry norms when it comes to employee welfare.

HR Highlights of the Year

With the intention of constantly engaging with our employees and consistently empowering them with the right tools to drive the company's strategic objectives, we introduced a host of initiatives during the year:

Continuous Training & Development – Conducting 68 training programs during the year, which were designed to foster returns in the form of increased productivity, commitment and loyalty from our team members.

Expansion of our E-Training Program – We have expanded and enhanced our E-Training initiative to include more testing parameters, new testing techniques, additional test subjects and new subject material encompassing our new products. This quarterly program, which is linked to our performance appraisal system, is conducted in order to examine product and process knowledge, as well as the knowledge of statutory compliance requirements of our employees. The overarching objective is to encourage and create an environment to instill a learning culture in our organization.

Long Service Awards – The company took steps to our team members who have completed 20 years of service to the company and awards were distributed amongst them at the Staff Get-Together held in December 2019.

Staff Get-Together – This was held for our employees and their immediate family members in December 2019 to foster fellowship and networking amongst our staff members.

Comprehensive Network-Wide Fire Safety Mechanism – In order to enhance the safety measures of the company, Fire Prevention & Evacuation training sessions including Fire Drills were conducted internally with the assistance of the Colombo Fire Brigade. We re-appointed Fire Wardens & Evacuation Officers from each branch and department for year 2020/21.

E-Wall of Fame – This process involves the Product-Heads submitting their top 3 performers in the preceding month to the Marketing department. The best three performers of each product/ collection function (FD, Lending, Gold Loans, Collections & Recovery) are displayed on the "Wall of Fame" notice board and are circulated amongst the staff members. Teams across all units strive to enhance their business performance and the levels of service that they provide, thereby leading to increases in business volume and staff motivation. This was rolled out w.e.f. 01st January 2020.

Softlogic Life 'Group Life Assurance' Policy - This is available for all the staff members at Softlogic Finance PLC with added benefits, w.e.f. 01st January 2020.

Loan Facilities for Internal Staff - Personal Loans and Vehicle financing facilities have been introduced with special interest rates for the internal staff.

Staff Contribution to the Ceylon School for the Deaf and Blind – For the 20th anniversary celebrations of the company, the Softlogic Finance staff came together and made significant contributions to purchase some much needed medical equipment and improve the infrastructure of the Ceylon School for the Deaf and Blind.

Sports –Softlogic Finance staff members participated in the Mercantile Tournaments in Cricket, Badminton & Rugby held during 2019.

Key HR Indicators	2019/20	2018/19
Employee Head Count	475	528
New Recruitments	82	130
Internal Transfers	81	94
Promotions	44	24
No. of Training Programs	68	80
No. of Training Hours	5019	7230
Total Income Per Employee	Rs. 8.0 Mn	Rs. 7.6 Mn
Staff Costs Per Employee	Rs. 0.9 Mn	Rs. 0.8 Mn

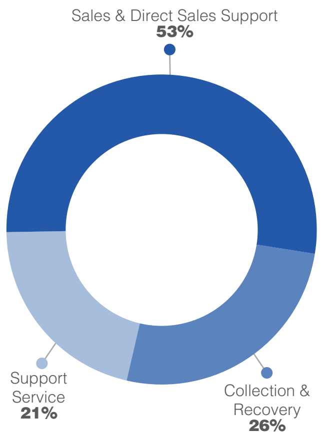
Employee Composition Analysis

Management Approach

Throughout our existence, we have experienced the strategic importance of creating a diverse workforce for the sustainability of our business. To this end, we are committed to creating and maintaining an inclusive work environment where all employees are treated with equality, equity, respect and dignity. Our HR policy clearly dictates the treatment of all employees simply on performance merits and does not leave any space for any type of favourable treatment or any discriminatory practices of any form whatsoever. In this regard, during the year under review, we have not recorded any incidences of discrimination of any form in our workplace.

Further, we have taken active steps to ensure that we have a good employee mix in terms of age, gender, skill sets, geographical locations and cultural backgrounds. This is undertaken and encouraged to ensure that we have an ideal talent mix representing the diverse nature and geographical distribution of our clientele island-wide.

EMPLOYEE CATEGORY-WISE ANALYSIS 2019/20



Employee Category

SALES & DIRECT SALES SUPPORT

2019/20	2018/19	2017/18
252	324	340
53%	61%	62%

COLLECTIONS & RECOVERY

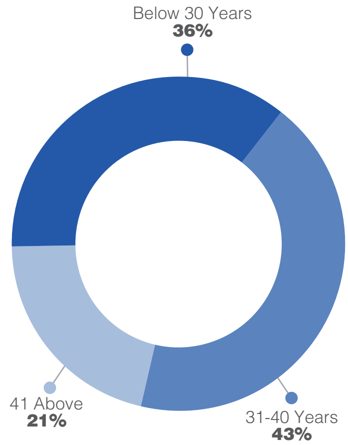
2019/20	2018/19	2017/18
122	87	96
26%	16%	17%

SUPPORT SERVICES

2019/20	2018/19	2017/18
101	117	115
21%	22%	21%

Our goal is to evolve into a lean company with an efficient and productive support services cadre that will complement and add value to our sales team. When considering the staff composition across the three broad activity segments of our business, we continue to put heavy emphasis on our Sales staff as they are directly responsible for the implementation of our corporate strategy and more specifically product penetration. Further, sustained attention and appropriate resource allocation has been made to the Collections & Recovery function in order to ensure that our collections and recovery activities are carried out as planned and our asset quality is maintained.

EMPLOYEE AGE-WISE ANALYSIS 2019/20



Age Category

BELOW 30 YEARS

2019/20	2018/19	2017/18
172	233	288
36%	44%	52%

31-40 YEARS

2019/20	2018/19	2017/18
206	201	192
43%	38%	35%

41 ABOVE

2019/20	2018/19	2017/18
97	94	71
20%	18%	13%

We have consistently invested in maintaining a healthy mix of employees when it comes to age distribution in order to have the ideal mix of young talent and experience to drive the strategic needs of our business. Further, as a means of giving back to the community, we are passionate about hiring young talent in order to give young graduates and professionals an opportunity to gain valuable work experience. Experienced industry professionals are also constantly brought into the mix to enrich our talent pool with industry knowledge and strategic proficiency.

Geographical Distribution of Employees

WESTERN PROVINCE

New Employment Opportunities

2019/20	2018/19
57	83

Total Employees as at 31st March

2019/20	2018/19
290	328

REST OF THE COUNTRY

New Employment Opportunities

2019/20	2018/19
25	47

Total Employees as at 31st March

2019/20	2018/19
185	200

With the intention of fostering rural employment opportunities and ensuring that our regional customers are served by employees with localized market knowledge, we have taken steps to hire our human capital locally, from areas where we have market presence.

Talent Acquisition and Retention

Key Indicators

Indicator	2019/20	2018/19
No. of External Recruitments	82	130
No. of Internal Recruitments (Transfers)	81	94
No. of Promotions	44	24

Talent Acquisition Management Approach

Effective recruitment and selection is crucial to the success of our operations. The challenge is to acquire talent with the necessary skills, shared values and competencies to add value in the competitive environment that we operate in. We have at our disposal, a variety of methods and channels to attract the right talent to our organisation, depending on the type of talent strategically required.

Internal Recruitments by Employee Category

Employee Category	2019/20	2018/19
Sales & Direct Sales Support	46	71
Recovery	27	17
Support Services	8	6
Total	**81**	**94**

External Recruitments by Employee Category

Employee Category	2019/20	2018/19
Sales & Direct Sales Support	48	91
Recovery	20	12
Support Services	14	27
Total	**82**	**130**

Internal Recruitment

The company is committed to ensure that internal resources are considered, provided that the necessary skills and competencies are available with the staff. This process is well-structured and transparent. All internal vacancies including job descriptions and selection criteria are duly communicated via internal correspondence, encouraging eligible employees across the company to apply. Due training and guidance are extended towards such employees, enabling them to fit into their new job roles and take up new responsibilities and duties therein.

Regional Recruitment

Our recruitment strategy advocates community recruitments in areas where our branches operate. This strategy is well in line with our aspirations of being an inclusive employer and in turn such employees with local ties and local knowledge truly support branch operations and business development by reaching out to their respective communities, blending well with the local culture and offering a responsive service.

Talent Retention Management Approach

Talent retention is crucial to the long term sustainability of our business growth. We ensure that our people are appropriately rewarded and remunerated in line with industry levels and have in place a range of performance based remuneration schemes to ensure that their contributions to company performance are recognized and duly rewarded. Further, a key component of our Human Resources Policy is to strictly ensure that our people are treated fairly and with respect, without having to face any kind of discrimination. This will lead to our people feeling valued and will in turn help foster their loyalty towards the organisation. In the long run, this strategy will help us retain key talent.

Service Period Analysis as at 31st March 2020

No of Years	No of Staff in each category		
	Senior Management	Manager/ Executive Level	Others
15 & Above	1	15	0
10-15	4	11	0
5-10	11	129	14
1-5	13	118	91
Below 1 year	2	43	23
Total	**31**	**316**	**128**

Talent Retention Initiatives Undertaken

We regularly review the reward systems and talent development systems in place in order to ensure that our employees feel valued at all times. Our training and development plans are structured to take into consideration the long term professional development of each employee, not just company requirements. Further, we have procedures in places to ensure that their concerns and grievances are effectively handled, swiftly and confidentially. Some of the key initiatives taken in this regard are:

- Recognition and promotion of high performers
- Offering competitive and well-rounded remuneration packages in line with the industry levels
- Performing Employee Satisfaction Surveys
- Continuous structured training based on a well-designed training platform
- Development of career development plans for our people
- Transparent performance appraisal & management process

Performance Management

Management Approach

In order to ensure the sustainable growth of our organization, we have adopted and fostered a performance based culture across all employee levels. The methodologies adopted in monitoring, measuring and reviewing employee performance are transparent and are carried out with active employment participation. This is to ensure that our employees are motivated to perform at their full potential and also to ensure that our employees fully understand the performance levels expected from them by the organization.

Performance Appraisal System

Performance appraisals across all employee categories are carried out annually. The Bell-Curve based performance appraisal system in place is meant to provide an objective evaluation of employee performance and contribution to organizational development. The system in place ensures and encourages active employee participation in the appraisal process. Further, the evaluations are carried out against pre-agreed targets and performance measures which have been customized to suit each job role to ensure fairness in appraisal.

Keeping in line with the performance based rewards culture in place at our organization, the ratings given at the point of performance evaluation are directly connected to and serve as the basis for rewards and recognition, promotions, identification of training gaps and career development.

Promotions by Employee Category

Employee Category	2019/20	2018/19
Sales & Direct Sales Support	20	16
Recovery	5	1
Support Services	19	7
Total	**44**	**24**

Remuneration & Rewards

The Remuneration practices of our company dictate the formulation of all remuneration based on the job description, industry remuneration levels and practices and the country's cost of living situation. The performance based culture that we have fostered in our organization has ensured that all salary revisions, bonuses, incentives, career development opportunities and other rewards are directly linked to employee performance. In order to ensure that our high achievers are rewarded and recognized appropriately for their contributions to organizational performance, they are rewarded with salary increments, bonuses, promotions and overseas training opportunities.

People Development

Key Indicators

Indicator	2019/20	2018/19
No. of Training Programs	68	80
No. of Training Hours	5019	7230

Management Approach

Our philosophy towards employee training and development is to attempt to bring out the best version of our employees. The overarching goal that we have in mind is to foster a learning culture within our organization. We are committed to providing opportunities for employees to continuously enhance their existing skills and competencies. A significant amount of resources and time is invested to continuously develop the skill pool in light of changing organizational needs. Our training and development plans are formulated based on a multitude of factors. Broadly, we take into account the following factors:

Strategic organizational development needs
Succession planning
The performance skill gaps of employees and training needs identified during the annual performance appraisal process
Technical training requirements with regard to our products (existing and new) and the industry regulatory landscape
Leadership development of high achievers
Employee satisfaction surveys
Customer satisfaction surveys and customer feedback
Development of soft skills and general management requirements such as effective communication, leadership, team building, motivation and service excellence
Employee career development
Internal operational changes

Types of Training Programs Conducted

Type of Training Program	No. of Programs 2019/20	No. of Programs 2018/19
External	35	38
Internal	28	31
Internal (With External Trainers)	5	11
Total	**68**	**80**

Gross No. of Employees Trained By Employee Category

Employee Category	2019/20	2018/19
Sales & Direct Sales Support	310	387
Recovery	78	110
Support Services	83	58
Total	**471**	**555**

During this financial year, we conducted 68 training programs. These training programs were multi-faceted and are composed of a mix of internal and external training programs.

Internal Training

The industry and operational expertise of our employees are strategically leveraged to conduct internal training programs to impart strategic, industrial and operational knowledge to our cadre. This expertise of our internal resource personnel is used to ensure that the rest of the staff is always well versed in operational processes, credit evaluation, recovery management, product features and the company values that we live by. Further, we actively take steps in providing on-the-job training and job rotation to our employees so that they are well versed in a range of internal functions and processes.

External Training

We consistently schedule external training programs with best-in-class external resource personnel and recognized institutes. Such external training programs are regularly undertaken in order to provide our employees with exposure to industry best practices, new developments in the external environment, new regulatory developments and business insight from renowned industry professionals, to name a few.

With regard to industry specific training programmes we organized a number of training programmes with industry bodies such as the Central Bank of Sri Lanka (CBSL), The Finance Houses Association of Sri Lanka (FHASL), The Institute of Credit Management (ICM) and the Institute of Bankers of Sri Lanka (IBSL) to enhance and cultivate job specific competencies required to achieve performance excellence.

Employee Productivity

The management and fostering of employee productivity has been identified as a key ingredient for employee performance management and increasing employee contribution to organizational performance. In this context we have set in motion a number of measures to ensure that our employees work at their optimum productivity levels.

We have taken steps to provide our employees with a work environment and an organizational operating structure that is conducive to nurturing employee productivity. This has been identified as important as these factors directly affect employee motivation. Further, we have undertaken to continuously adopt industry best practices and re-engineer our processes to facilitate employee productivity.

In this regard, if the necessity arises, we are always open to reviewing our internal company policies too, in order facilitate productivity. Additionally, we regularly review employee KPIs and job roles in order to ensure that jobs and roles are designed to elicit maximum productivity out of them. Moreover, we constantly hold training and development programs to bridge any identified performance gaps of our employees.

Succession Planning

Our continuous and consistent succession planning targets high achievers with leadership and management skills. The performance management system is effectively used in this endeavour, where high achievers and employees with leadership potential are identified and mentored by the management, focusing on areas that need improvement.

Selected employees once groomed and their potential gauged, are promoted to managerial positions within the company, in line with the company's strategic requirements.

Employee Welfare

We consider the consistent and standardized provision of employee welfare to be a decisive component of employee management and development. We go above and beyond the minimum statutory requirements when modelling our employee benefit schemes in order to be on par with and go beyond industry standards. Our approach to the provision of employee welfare has resulted in increased employee productivity and employee loyalty.

Employee Wellbeing

In the context of employee wellbeing, our primary objective is to create a healthy, safe and productive work environment, where our employees can collectively thrive along with the company. In order to achieve this, we have adopted a multi-faceted approach to the management of employee wellbeing where we focus on work-life balance, occupational health and safety, reimbursement of medical expenses, subsidized catering at our head office, increased employee engagement and the swift addressing of employee grievances. Further, we have taken the initiative to create a pleasant, comfortable and conducive work environment for our employees at our head office, as well as in our branches.

We have consciously moved away from a traditional hierarchical structure and have strived to create a flat organizational operational structure where a collaborative work culture is practised. This helps in increasing employee engagement and ensuring that employees at all levels are actively involved in the making and executing of strategic decisions.

Even though we have not entered into any collective bargaining agreements with any trade unions, it is our company policy to take proactive steps to ensure that good, productive relations are maintained with our employees and that all employees are given the opportunity to bring any concerns they have to the attention of the management. This is facilitated through our open door policy which we passionately encourage.

Employee Health & Safety

In order to provide all our employees across our entire branch network with a safe and healthy work space, we expend a considerable amount of resources to ensure that the right infrastructure and operational processes are in place, in this regard. Based on constant assessments done by our Operational Risk department across our entire network, we take measures to anticipate identified occupational health and safety risks and take preventive measures to minimize the impacts of their occurrence. For example, we have comprehensive fire safety procedures in place and we regularly conduct planned and unplanned fire drills, fire safety training, the maintenance and upgrading of fire safety equipment and have appointed trained fire wardens and evacuation officers.

Sports & Welfare Activities

With the financial and operational support of the company, the company's Recreation Club takes the initiative in regularly organizing a host of sports and recreational activities in order to promote a work-life balance and a collaborative work culture amongst our employees. During the year, just as in previous years, the company's men's cricket team represented the company at the Mercantile Cricket Association Cricket Tournament. Additionally, our employees regularly participate in sports events organized by our ultimate parent, Softlogic Holdings PLC and industry bodies like the Finance Houses Association, in addition to sporting events like the Mercantile Swimming Championship.

Grievance Handling

We have firmly established an open door policy in our establishment and any employee, regardless of his or her position within the company, has equal opportunity to approach the management to discuss any pertinent issue. We actively promote this open door culture to employees at all levels so that they can resolve their disputes quickly in a cordial manner through one-to-one discussions. Further, we also have in place a structured grievance handling mechanism administered by the HR department, for the swift resolution of any employee disputes and grievances.

Whistleblowing

In order to foster an ethical and legally compliant working environment, we encourage confidential employee whistleblowing and assure all employees, the maintenance of their anonymity in this regard. Employees can use whistleblowing to address any internal violations and misdeeds that they come across.

Employee Engagement Methods

We continue to take active steps in fostering and constantly reviewing the employee engagement methods that we undertake in order to increase the frequency and quality of communication between our employees and the management of the company. Based on the concerns that typically arise within our organizational context, we have in place a variety of engagement methods that are geared to provide responses and solutions to the concerns raised. Further we have in place, avenues that can be used by our employees to elevate these concerns if satisfactory solutions are not meted out at the primary stage.

Statutory Benefits for Employees

We strongly adhere to the ethos of providing our employees with benefits, both pecuniary and non-pecuniary, that are above and beyond the laid out statutory requirements. As a responsible corporate that gives absolute precedence to the adherence with statutory obligations, we ensure that all our statutory obligations with regard to our employees are carried out without deviations. This includes the contributions under the EPF, ETF and the provision of Gratuity. Further, we adhere to all statutory obligations with regard to the provision of leave to our employees and ensure that maternity leave is administered in conformity with statutory requirements.

Future Outlook

Training & Development

Softlogic Finance continues to strengthen its Training & Development process, offering numerous training programs at all levels using various strategic tools and designing training programs which address current and future learning requirements and critical business areas. Training programs will be continuously organized to enhance the technical capabilities of our staff members especially in light of the digitalization of processes that is taking place and also with regard to new products that would be rolled out in the future. Apart from the above, we will also continue to focus on developing our people by engaging with external training institutes, namely the Central Bank of Sri Lanka (CBSL), Institute of Credit Management, Institute of Bankers of Sri Lanka (IBSL), Finance Houses Association of Sri Lanka (FHA) and other reputed government and private training institutes.

Annually, the Management continues to offer special opportunities to follow the Diploma in Credit Management conducted by the Institute of Credit Management for selected staff members who have shown high levels of performance in the previous year and this has served as a key motivating factor for our employees.

Performance Management

Employee commitment and motivation is a high corporate priority and therefore, we continue to invest in developing employee skills and providing growth opportunities for all our employees, to ensure that employee performance is at acceptable levels.

Softlogic Finance will continue to monitor and manage employee performance using the performance monitoring tools at its disposal and will implement new methodologies and utilize new tools based on the requirements that arise.

The Company's Performance Management System (PMS) will be further strengthened and developed based on our evolving requirements. We are confident that the PMS system-based culture linked with the reward mechanism in place will continue to be a major contributory factor towards enhancing the overall performance and thereby profitability of the company in the years to come.

In addition, an Individual Development Plan (IDP) system will be mapped out to enable long term life and career goals for our employees. The IDP will help our employees manage their career and growth aspirations and help achieve developmental objectives by setting milestones at different career development levels.

Recruitment & Retention

Extension of our Internship Program – In line with the purpose of bringing in new and young talent into the organization, we will be further developing this program to attract diverse and high calibre talent to fuel the future growth of our organization.

HR Network Head-hunter Program – We have established links with universities and professional bodies to facilitate targeted recruitment and we will continue to actively participate in job fairs.

Continuation of our Internal Recruitment Program – This successful program that we have undertaken has helped improve employee motivation and morale as it has provided many of our employees with career development opportunities. Whenever recruitment needs arise, first priority will continue to be given to any available internal resources of the required calibre.

Implementation of Employee Retention Strategies – We are planning to implement a structured initiative to retain value adding employees in our fold. This initiative is based on our "Education-Experience-Exposure" doctrine where we take great pains to develop the skill levels of employees through real world learning experiences, help them become multi-skilled through job enrichment platforms by moving them across job roles and departments and giving them opportunities to interact with and get mentored by our Senior and Corporate Management.

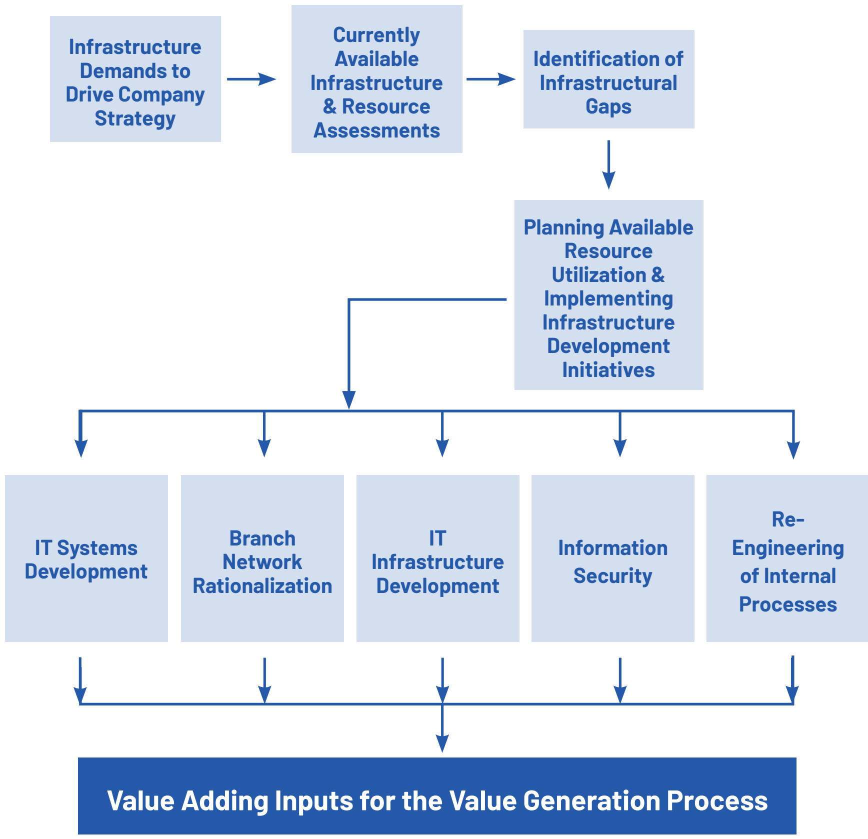
Employee Satisfaction Survey – As an Employee Satisfaction Survey serves as a critical listening tool for the company's management, plans are afoot to conduct an Employee Satisfaction Survey to understand employee requirements and identify the challenges and issues faced by them.

Review of the Remuneration Schemes in place – In order to maintain our remuneration and reward schemes on par or above industry norms, we continuously review these schemes that are in place to ensure that our employees are rewarded fairly as per their contributions.

Infrastructure Capital

Our Strategic Intent and Infrastructure Capital

Infrastructure capital has long served as one of the foundational inputs to the operationalization of our business model and has proven itself to be instrumental to the sustainability and growth of our business performance. As we aggressively drive business growth in our chosen operating spaces, a strategically located and designed physical geographical presence is bound to play a critical role in value generation. Moreover, the growth in business performance and physical network expansion cannot happen in isolation without adequate IT and digitalization support services and customer convenience tools. It is in this context that the state-of-the art IT systems that are currently in development and the ATM network that is to be introduced, come into play.



IT Systems and IT Infrastructure Development

Our IT Systems and IT Infrastructure, which form the backbone of our operational strength, play a key role in driving our business strategy and ensuring long term sustainable value addition to our stakeholders. It is in this context that we continue to invest in developing our IT systems and expand our IT infrastructure so that we are well positioned to proactively face industry developments, market movements and evolving customer preferences with ease.

IT Security Management

As a responsible financial institution committed to upholding stakeholder interests, we are responsible for ensuring that we have systems and controls in place to avoid, combat and manage IT security threats. This hinges on the fact that the failures of IT systems and cyber-attacks have the ability to cause disruptions to our routine operational processes, damage our reputation and cause financial loss.

In order to routinely review and manage the IT security controls in place, the following actions are undertaken:

Implementing regular and comprehensive System & IT Audits.
Engaging external professional consultants with regard to the improvement of existing controls
Regular review of internal processes and controls in order to minimize system frauds
Reviewing and updating of the company's IT policy and ensuring that updates are implemented
Continuous and regular System Updates and Upgrades
Ensuring that IT backup systems are operational and effective
Ensuring that the Business Continuity Plan is updated and operational

Customer Service Enhancement

Our strategic intent has always been to provide our esteemed clientele with a memorable and personalized service that would guarantee us their status as returning customers. In this context, we approach customer service enhancement in a two pronged manner.

One would be the constant review and re-engineering of internal process and the other would be the physical enhancement of the customer conveniences offered at our branches to ensure that all business interactions materialize in a professionally conducive atmosphere.

In line with our commitment to customer service excellence and the continuous improvement of customer conveniences, we continuously review and re-engineer our internal processes in tandem with the IT system developments that we undertake.

We have embarked on this concurrent development of both the IT systems and the internal processes in order to ensure that our support services run efficiently and effectively without compromising the excellent customer service that we are renowned for.

Intellectual Capital

Enhancement of the Organizational Knowledge Base

We operate in a very competitive environment, rife with industry challenges. As a service sector organization and a pioneering financial services provider in the NBFI sector, our long term operational sustainability very much hinges on the development and the effective utilization of our organizational knowledge base.

In this context, we are armed with a team of industry experts in our senior and corporate management who bring with them, a wealth of industry expertise and their respective industry networks into the fray.

With their extensive industry exposure and expertise, this team of industry experts plays a significant role in fostering our internal knowledge and helps in providing our team with strategic guidance to face industry challenges.

Frequent sharing of industry knowledge among our team members through internal workshops and training programs play a dual role.

It serves as a platform for the dissemination of existing industry know-how and the refinement of our knowledge base through the sharing of market information that comes from the ground level.

Adoption of Accepted Industry Practices and Achievement of Process Excellence

Owing to the adoption of a service culture across our organization, we have recognized the operationalization of best practices and the achievement of process excellence as sources of competitive advantage.

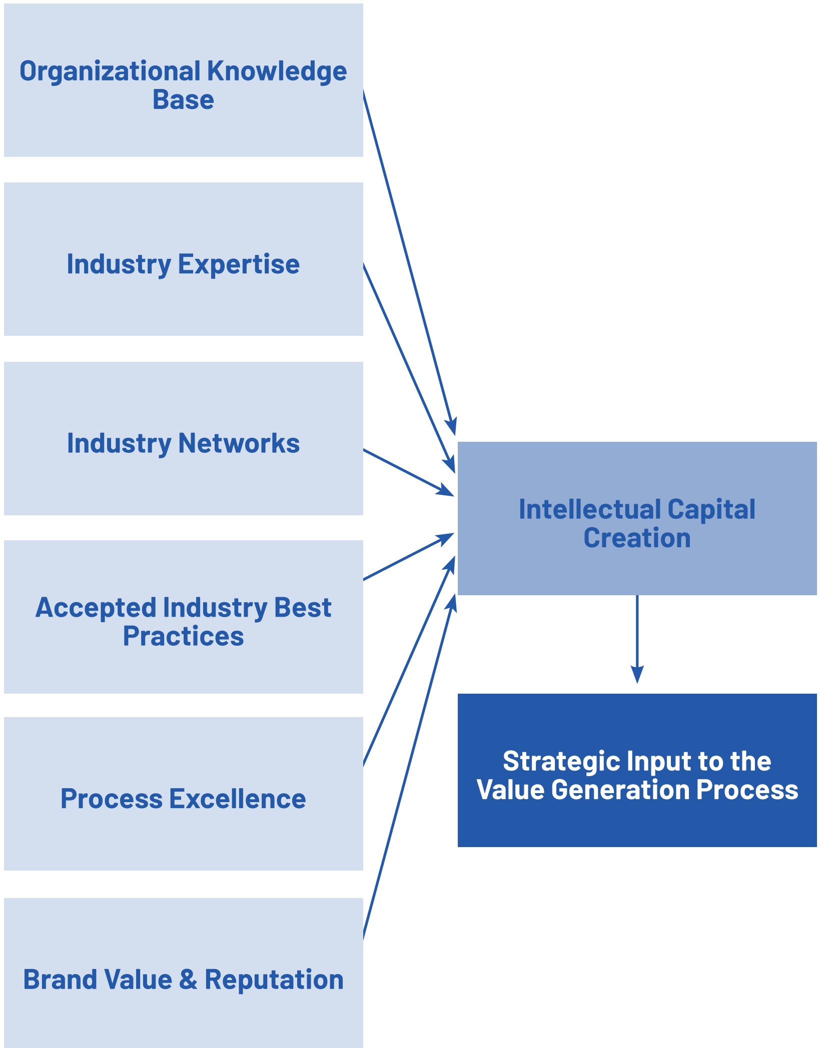
This is why a conscious effort is been made to consistently drive the adoption of industry best practices and compliance with documented processes so that process excellence and the transparency of operational functions is commonplace.

Enhancement of our Brand Value & Reputation

As a key player in the NBFI sector, our aim is to move away from the perception of a traditional finance company and position our brand as a total financial solutions provider. Personalized and digitized services with prompt solution delivery are instrumental to the brand perception that we project. We constantly strive to cement our position as a symbol of trust and confidence amongst our customers.

External Recognition - 55th Annual Report Awards – Compliance Award

For the eighth consecutive year, we received an award for compliance in financial reporting at the 55th Annual Report Awards ceremony from the Institute of Chartered Accountants of Sri Lanka (ICASL) for adhering to financial reporting requirements set out by them.



Creating Sustainable Value

Our Approach to Sustainability

As a responsible corporate citizen, we have taken cognizance of and are actively engaged in addressing the needs of all our stakeholders and not simply the pecuniary needs of our shareholders, as we are acutely aware that we cannot exist and operate in isolation from society. It is in this context that we have recognized that it is imperative that we manage the impacts that we make on the society and the environment also.

Hence, the company's approach to sustainable value creation is backed by a systematic process of constantly engaging with stakeholders, identifying their evolving needs and formulating mechanisms to address these needs.

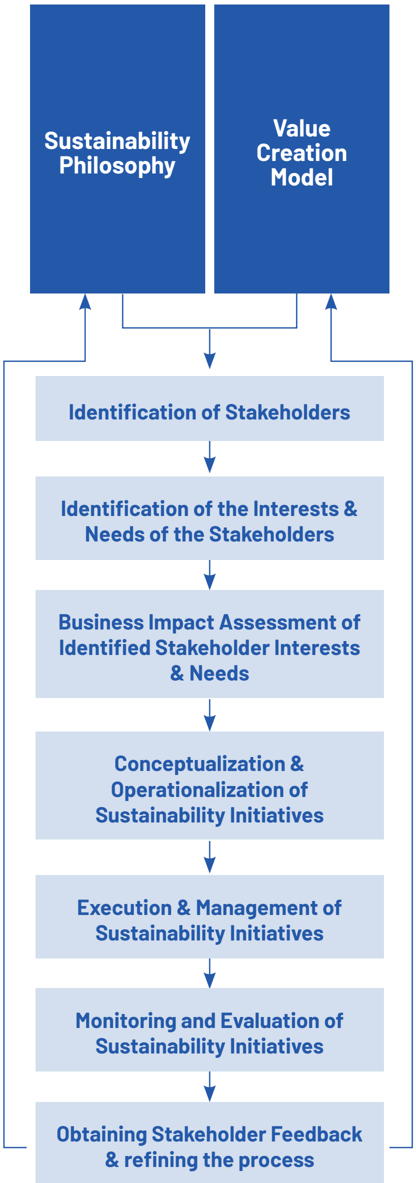
Our Management Approach

As a result of the consistent implementation and management of our business model, we have been able to adopt a holistic and all-encompassing approach to the management of the impacts of our business. Hence, as outcomes of our value creation process, we have identified three key domains that need to be managed by us for the medium and long term sustainability of our business. These have been categorized as the Economic, Social and Environmental impacts of our business. In effect, all sustainability initiatives undertaken by the Company are carried out and managed under these Economic, Social and Environmental pillars.

The Sustainability Framework

With respect to the importance of the management of the various impacts that our business has on our operating environment, we have adopted a formalized framework to sustainable value creation. This framework ensures that our sustainability strategy generates Economic, Social and Environmental value. The conceptualization, execution and monitoring of all value creation activities related to our sustainability strategy are carried out through our Executive Committee.

Our commitment to the sustainable development of our business is evidenced by the adoption of such a formalized high level approach in identifying, assessing and formulating responses to our sustainability impacts. In essence, the execution of this process, which is very much part of our business model, ensures that we identify and serve the interests of our diverse set of stakeholders.



Economic Contribution

The monetized value we generate through our business model represents the foundation for our survival and in fact serves as the economic enabler that helps us to consistently and actively engage with our stakeholders. Further, our business model is designed in such a way that it enables us to share the economic value that we generate, amongst a host of stakeholders. In this context, substantial economic contributions are made every year towards government revenue, our shareholders, our clients, our suppliers and service providers, financing partners, investments in rural areas supporting economic growth, the provision of employment and to the community at large.

Social Contribution

Intrinsically intertwined in our corporate ethos is our commitment to serving the communities that we engage with and taking active, consistent steps in uplifting their livelihoods and economic conditions. Thus, as we continue to consolidate our market presence through our network touch points, we are simultaneously positioning ourselves to better assist the local communities and help them become economically self-sufficient.

Improving Access to Finance

Our business model has been designed to consistently create sustainable value to all our stakeholders and not just our shareholders. Thus, the concept of improving accessibility to formalized sources of finance to small businesses and regional entrepreneurs has been well embedded in our business model. In this context, through the host of flexible vehicle financing, personal financing and factoring products that we offer, we have been able to deliver attractive and customizable financing options to drive the economic potential of rural entrepreneurs and encourage rural development.

Contributing to the Local Economy

As we continue to expand our operational outreach, we make it a point to engage directly with the local community in all our business and operational activities. A majority of the products or services that any branch requires is sourced directly from within the immediate community the branch is located, rather than from Colombo or any other large city. This positively impacts employment generation both directly and indirectly, in-turn raising the quality of life for local communities.

Engaging in Regional Social Development Causes

Our commitment to sustained community engagement has always extended well beyond the daily financial transactions that we have with our clientele. Every year, all our branches actively contribute to and participate in social development causes like donating necessities to victims of natural disasters and conducting social engagement activities like dansalas, alms givings, donations to places of religious worship and schools. We make it a point to embed such activities into our operational philosophy as it serves as a catalyst for our team to think beyond the traditional bottom line.

Employment Generation and People Development

The continuous expansion of our operational scope and market coverage means that we continue to create employment opportunities to the youth and pay special attention to the provision of employment to those from rural areas of the country. Especially when hiring personnel for our branch network, we prioritize the recruitment of talent from the respective regions in order to foster localized employment creation and encourage participation in the economic development of their respective communities. Further, we have tied up with a number of local universities and educational institutes to give opportunities to young graduates and students to gain valuable experience in the corporate sector by working with us.

Ethical Business Practices

We are unconditionally accountable to all our stakeholders, especially to our customers and shareholders, to maintain unquestionable standards of financial and operational integrity and unblemished business ethics in the execution of our business activities. Thus, we have stringent processes in place to maintain flawless business ethics and operational practices. Compliance with all industry regulations allows us to subject our engagements to scrutiny and preserve integrity in all aspects of conducting business. Consequently, regulations and assessments meted out by the relevant authorities contribute to enhancing the value of our business. Transparency in our processes further enables us to serve customers with confidence and earn their unwavering trust in the availing of the financial services we offer.

Environmental Contribution

Our Business Model has been appropriately geared to take into consideration the environmental impacts of our business and how best to proactively respond to such impacts in a manner that is sustainable in the long term. To this end, we have refined our internal policies and practices in order to inculcate sustainable practices and habits amongst our staff and the communities that we engage with. In this context, we pay particular attention to waste management, recycling and energy and resource conservation.

Integrated Risk Management

INTEGRATED RISK MANAGEMENT FRAMEWORK

Successful management of existing and emerging risks is critical to the long-term success of our organization and to the achievement of our strategic objectives.

Risk management is therefore an integral component of the company's Corporate Governance and that would maximize the value created for all stakeholders.

The Integrated Risk Management (IRM) Framework at Softlogic Finance PLC is a surveillance system in place to ensure that sustainable value is created for stakeholders in a responsible manner through effectively monitoring, managing and controlling risks with regard to all operational aspects at all times.

Objectives:

- Ensure proper identification and understanding of emerging Risks
- Ensure that business operations and operational decisions are in line with the Risk framework.
- Determine and ensure that the tolerance levels are aligned with the corporate objectives.
- Strengthen the risk culture at all levels of decision making.

Risk Management Process

The Risk function exists to facilitate the company's assessment of the risk landscape and the development of potential strategies by which it can drive long-term shareholder value.

The strategies, once fully defined, considered and approved by the Board, are then incorporated into the company's three-year roadmap and help to communicate the risk appetite and expectations of the organization both internally and externally.

Ultimately, accountability for the company's risk management rests with the Board and therefore it has established and maintains a risk management system to identify, assess, manage and monitor risks which could threaten the existence of the company or have a significant impact on the achievement of its strategic objectives.

A Risk Management Policy has been approved by the Board of Directors. The Risk Management Policy outlines the Integrated Risk Management framework that is to be applied at Softlogic Finance PLC. The Risk management process is aligned with the Company's culture, processes, structure and strategy.

Risk Management Responsibilities

The foundation of our Risk Management framework is built on the 'Three Lines of Defense' model, which promotes accountability, transparency and consistency through the clear specification and segregation of roles, which are in line with risk management and governance activities.

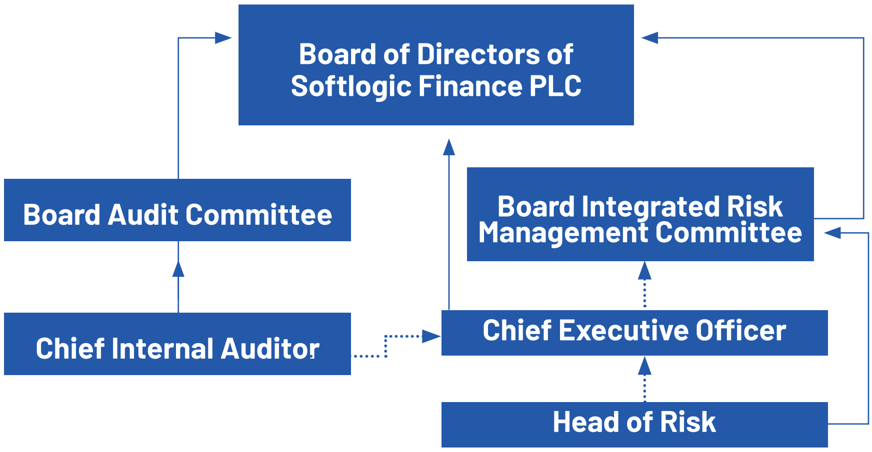
Three Lines of Defense

FIRST Line	The first line of defense is directly linked with the activities of operational management units which include identification, management and reporting of both current and potential risks of the day-to-day business.
SECOND Line	The Centralized Risk Management Division (RMD) functions as the second line of defense, providing guidance to ensure the implementation of governance standards, frameworks and policies for each type of risk that the company is exposed to.
THIRD Line	The Internal Audit provides independent and objective assurance on the Risk Management / Compliance processes and practices in place. Internal Audit has the authority to communicate with the External Auditors & the Board Audit Committee (BAC) and provide independent assurance on the first & second lines of defense and determine the applicability and effectiveness of policy implementation and internal controls which are in place.

Key Responsibilities

FIRST Line of Defense	**Operational Departments** Identification, self-assessment and reporting of risks and effectiveness of control. Compliance with all policies and procedures. Promoting a strong risk culture. Awareness of risk elements through effective communication and training. Identifying and implementing both proactive and reactive risk evaluation, monitoring and controls and coordinating with Department Heads and the Risk Management Division.
SECOND Line of Defense	**Risk Management Division** Formulation and implementation of the IRM framework. Independently identifying and assessing the risks that the Company is exposed to Overseeing the development of a risk culture and its links with the anti-fraud framework. Conducting post disbursement reviews on loan and other credit facilities in order to ensure the maintenance of a high degree of credit quality in company portfolios. Reporting based on Internal Compliance, Regulatory Compliance, and Anti-Money Laundering measures.
THIRD Line of Defense	**Internal Audit** Review the effectiveness of risk management practices and the internal control framework. Confirm the level of compliance. Recommend improvements and enforce corrective action where necessary. **External Audit** Reporting to shareholders and expressing their true and fair view of the Financial Statements and reviewing the internal controls in place over the financial reporting process.

FUNCTIONAL STRUCTURE OF THE RISK MANAGEMENT FRAMEWORK



Risk Assessment

The company's overall risk issues including Credit, Market, Liquidity, and Operational risks are monitored by the Risk Management Department in coordination with the managers of the branches and heads of the departments. The Head of Risk Management measures and pursues the status of the loan portfolio, undertakes impact evaluations and identifies early warning signals pointing to the deterioration of the health of the loan portfolio. An independent credit risk review is carried out by the Head of Risk Management in order to conduct independent Credit Risk assessments for facilities over Rs 20 Million. A standardized Risk evaluation section has been amalgamated to the credit proposal, which is reviewed by the approving authority prior to granting approval. Post disbursement credit risk management involves monitoring and follow-up through regular MIS and independent reviews by the Board subcommittee, on Credit. Further, the Head of Risk Management has the overall responsibility for monitoring the company's operational risk related matters and reporting overall risk measures to the Integrated Risk Management Committee (IRMC).

The IRMC reviews and assesses the performance of the loan portfolio against the internal limits, the attributes of the portfolio and other operational risk matters of the company. A Risk assessment report is presented to the Board of Directors by the Chairman of the IRMC Quarterly. The Board of Directors review the Risk Assessment Report which contains mitigation actions against the hazards identified. The Board makes suggestions to further strengthen the Risk Management process.

RISK APPETITE FRAMEWORK

We believe that, a process with a prudent and conservative risk appetite is the mainstay of our Risk Management framework. Our Risk Appetite process is defined in a manner that recognizes, assesses, escalates and addresses the emerging risk and risk taking activities in the company's risk profile. In order to ensure that a comprehensive framework is in place, the Board annually reviews the risk factors affecting the company, with consideration to the Group strategy and stake holder requirements. The Board is also responsible for setting the Risk Appetite Framework for the business where the implementation is in the hands of the Senior Management.The main aim of setting a Risk Appetite is to ensure that risks are proactively managed as per the Board approved tolerance limits under each respective risk category. Maximum tolerance limits are set annually and reviewed Quarterly to capture any deviations.

RISK APPETITE CRITERIA

Risk Tolerance Limits		
Credit Quality and Concentration		
Risk Category	**Risk Indicator**	**Tolerance Limit**
Credit Risk	Single Borrower Exposure (Individual) Single Borrower Exposure (Group) Non-Performing Loan Ratio	15% of the Capital funds 20% of the Capital funds Below 12%
Credit Concentration Risk	Sector concentration Ratio Lending to Agriculture sector	Below 30% Below 10%
Liquidity & Market Risk	Liquid Assets Requirement Net Interest Margin Interest Rate Sensitivity Long Term funding concentration Total Deposits to Other Borrowings Bulk Deposits to Total Deposits	Above 110% Above 5% Below 10% Above 35% 80% : 20% Below 20%
Operational Risk	Staff Turnover Unsatisfactory Audits [as a percentage of Total Audit reviews] Cost to Income Ratio	Below 20% Below 10% Below 60%
Regulatory Risk	Core capital (Tier I) requirement Total risk weighted capital (Tier II) Requirement	Above 6.5% Above 10.5%

Risk Assessment Map

In addition to the risk appetite criteria in place, the company also utilizes a Risk Assessment Map to make assessments and judgment calls of the level of criticality of identified types of risks. Under each major selected risk category, the company has identified certain indicators that could significantly affect the company's business operations and its business sustainability. The company regularly monitors these indicators and categorizes them as "High Risk", "Medium Risk" and "Low Risk" depending on the status of the indicator and its assessed impact on the business.

Stated below are the Risk Measurements Factors used in the Risk Assessment Map.

Credit Risk
Portfolio Growth
NPL Ratio Position
Provisioning GAP-SLAS vs SLFRS

Market Risk
Liquidity
Top 20 Largest Fixed Deposits Concentration
Interest Rate
Gold Price
Exchange Rate
Net Interest Margin

Regulatory Risk
Compliance
Statutory Payments
Renewal of Licences
Central Bank Audits
Statutory Reporting
External Audit

Operational Risk
People - Staff Turnover
Vulnerability of Key Performance Indicators
Internal Process - Complexity / Level of Integration
External - Health & Safety

IT Risk
Systems (Hardware)
Backup Processes
Backend System
Frontend System
Cyber Security Measures
Operating System

Systemic Risk - Macro Environment
Economic & Industry Indicators
Country's Security Situation
Law & Order

Reputational Risk
Financial
External Ratings
Service Standards

Risk Scoring Matrix

Severity		Probability		
	Rating	1	2	3
		Low	Moderate	High
Major	4	4	8	12
Moderate	3	3	6	9
Minor	2	2	4	6
Negligible	1	1	2	3

1-4 Low   5-8 Moderate   9-12 High

The Key Risk Indicators are scored / rated against the severity and the probability of that risk using a Risk Scoring Matrix as given above. The impact is assessed under financial, reputational and operational risk and the escalation of risk is rated under 4 categories, namely, Negligible, Minor, Moderate and Major.

The probability is a frequency based assessment where the risks will be rated according to the likelihood of the risk occurring. All the other assessments (i.e. new product developments, branch expansions, etc.) are carried out by the Integrated Risk Management Committee with the support of the Risk Management Unit.

Stress Testing

Stress Testing is used as an assessment tool to determine the company's potential vulnerability to adverse macroeconomic conditions that could have unfavorable effects directly on the Asset & Liability portfolios and to define mitigating actions prior to the crystallization of such adverse events. It also tests the company's ability to withstand such changes whilst influencing the necessary changes in the risk profile of the company.

Stress Testing is conducted on all major risks in Credit, Liquidity, Operational and Market risks and duly reported to the Board/IRMC on a quarterly basis. The results of the testing are used to calibrate the thresholds and establish the boundaries of the company's Risk Appetite.

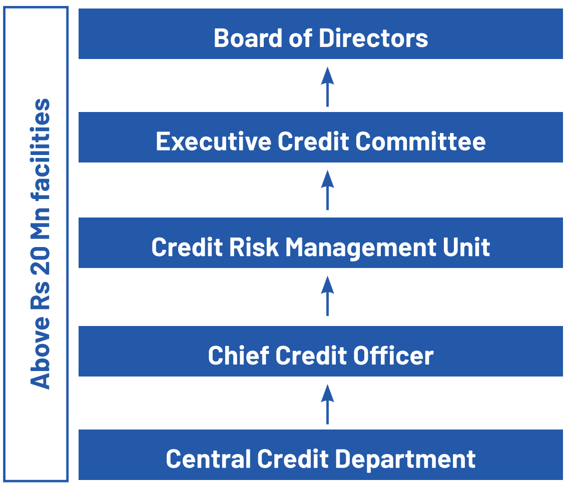
Major Risk Area/ Category	Possible Event	Stressed Scenarios/ Impact to Portfolios
Default Risk	Default of large amounts	Low Medium High
Liquidity Risk	Pre-mature withdrawals of large deposits (Top 20 deposits)	
Operational Risk	Increase in Operational Losses	
Concentration Risk	Exceeding of respective sector exposures and single/group borrower limits	
Collateral Value Risk	Fall in Forced sale value (FSV) of mortgage securities	
Interest Rate Risk	Interest rate shocks on assets	

Risk Register

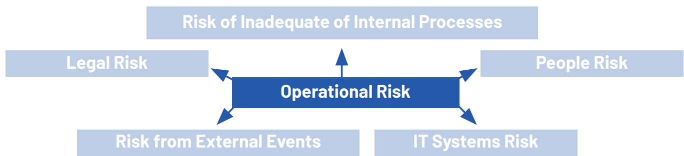
To assess Operational Risks, the Risk Register is used and this derives a prioritized list according to the level of impact. The register provides an outline through which problems that threaten the delivery of the anticipated benefits are captured. As the first step towards achieving an integrated risk management framework, we have identified the main risks under each department. This allows the company to identify the main areas that need attention to mitigate any future losses as well as opportunities to gain through identifying new control measures. These risks have been scored and analyzed to achieve optimal decision making.

<table>
<tr><th colspan="2">Key Identified Types of Risks</th></tr>
<tr><td>Strategic and Business Risk</td><td>
Strategic Risk is the possible loss that might arise from the pursuit of an unsuccessful business plan. This will adversely affect the medium and long-term profitability of the Company in failing to identify and implement the correct strategy or react appropriately to changes in the systematic environment.
Business Risk is the risk that the Company may not be able to achieve its business objectives. Business Risk may arise if the company strategy is not compatible with potential markets or customer requirements.
New strategies and business opportunities are discussed and vetted by the relevant Business Heads, Chief Operating Officer and Chief Executive Officer before forwarding them for Board approval.
All the strategic decisions are embedded with proper risk management plans and alternative channels. The Company's strategic business plans are updated on an annual basis and formally approved by the Board.
</td></tr>
<tr><td>Credit Risk</td><td>
Credit risk is an integral component of this line of business. This involves the potential financial loss that may result in the event of a customer or a counterparty failing to meet the payment obligations to the company in accordance with the agreed terms.
We at Softlogic Finance PLC have exercised the following proactive measures to manage the Credit Risk.
Credit Risk attributes, policies and procedures have been formulated in line with the CBSL guidelines and the Integrated Risk Management framework which is approved by the Board of Directors.
Standardized evaluation methods are practiced in the Credit Approval process and involves the:

Proper Delegation of Authority
Risk based pricing mechanism
Post sanction review & monitoring

Our Credit Risk Governance Model:


The centralized credit department was set-up to manage the overall credit appraisal function of the company. The Credit Department is responsible for evaluation & verification of the credit proposals forwarded by the branches and the credit approval and recommendation of credit facilities which exceeds the prescribed limits to the next approval level.
The Chief Credit Officer is responsible for the credit risk when the department approves or recommends the credit facilities to the next level of approvals.
Further, facilities over Rs. 20.0 Million are referred to the Credit Committee through the Risk Management division to ensure proper pre-disbursement analysis to minimize Credit Risk.
The Credit Committee has been established as a sub-committee of the Board of Directors to further strengthen the credit evaluation process and to review the credit risk periodically. The Credit committee consists of two non-executive Directors and the CEO. The chairman of the committee shall be a Non-Executive Director. All the credit facilities which exceeds Rs.20Mn are forwarded to the board of Directors for approval through the Credit Committee.
</td></tr>
</table>

<table>
<tr><th colspan="2">Key Identified Types of Risks</th></tr>
<tr><td>Credit concentration Risk</td><td>The credit concentration risk arises due to high exposures to specific sectors or client segments. In order to control / mitigate the associated risk, ongoing periodic reviews are in place in several areas, such as; Top 20 exposures as a percentage of the total portfolio, product-wise, sector-wise, collateral-wise analysis etc.
Sector concentration is analyzed through tolerance levels set by the Board in line with the CBSL guidelines. Individual and group exposure limits are in place to measure and monitor the credit concentrations in the lending portfolio.
Stress testing /Sensitivity analysis reporting are also employed as a monitoring tool to identify and report the principal risk factors affecting the portfolios to the IRMC.</td></tr>
<tr><td>Market Risk</td><td>This involves the likelihood of potential loss in earnings that could be caused from the possible fall in value of Investments or Trading portfolios due to movements in foreign exchange rates, interest rates, equity & commodity prices.
Market Risk activities of the company are governed by the Board approved ALCO Policy, Investment policy and Treasury policy.</td></tr>
<tr><td>Interest Rate Risk</td><td>This concerns the potential risk arising as a result of adverse movements in market rates which affect different re-pricing characteristics of the company's assets and liabilities.
In order to mitigate the impacts of Interest rate risk, more consideration is always given to the maintenance of an optimum interest spread. Close monitoring and supervision is given for macroeconomic trends to understand the market behavior for firm ALCO decisions.
Monitoring and assessment is exercised through the ALCO and the BIRMC held monthly and quarterly respectively.</td></tr>
<tr><td>Equity Risk</td><td>Equity Risk arises due to the impact to the value of the company's Equity Portfolio due to adverse movements in stock market prices against the corresponding equity index. Currently, the company is not very exposed to this since we did not hold a large active equity trading portfolio during the year.</td></tr>
<tr><td>Commodity Risk</td><td>Commodity risk arises due to the unpredictability of commodity exposures in the company. The Gold Loan product category comprises of only 11% when compared to the total lending portfolio. Therefore, the impact from this area is within the controllable level.</td></tr>
<tr><td>Liquidity Risk</td><td>This involves the potential risk arising due to the inability to meet obligations in a timely manner as and when they become due, mainly on account of mismatches between the maturities of the Company's Assets and Liabilities.
The company maintains well-defined and tested liquidity management policies & procedures to maintain sufficient liquidity at all times to meet financial obligations. We monitor and review the Liquid Asset Ratio, Liquidity Gap Analysis and CAR, Medium Term Funding (MTF) and the Net Advances to Total Assets Ratio to ensure & maintain healthy a liquidity position in the company operations.
The responsibility for Liquidity Risk Management rests with the ALCO where the Treasury department handles the implementation & necessary changes of policy measures in our company.</td></tr>
<tr><td>Operational Risk</td><td>Operational Risk is the potential risk arising from the inadequacy of internal processes, controls, IT systems, people or even external events that may impact the company.


To manage the operational risk in the business effectively, the following measures have been put in place:
• A strong Operational Risk Management Policy is in place, which has been developed in line with the CBSL Directions, Industry Best Practices, BASEL Framework guidelines and other applicable regulations.
• Efficient tools are in place to manage Operational Risk in business units in accordance with internal control requirements.
• Risk and Control Self Assessments provided by the respective business units and branches help inculcate an operational risk culture within the network.
• Adequacy and effectiveness of Operational Risk Policies are regularly assessed at the Integrated Risk Management Committee (IRMC) meetings.
• Risk reviews on new products / outsourced service providers are done through the Executive Product Development Committee to prevent any future issues from materializing.
• Material losses are regularly analyzed and necessary actions taken to improve systems and controls to prevent future damages.
• Robust Business Continuity Planning policy (BCP), & Disaster Recovery (DR) are in place.</td></tr>
</table>

Key Identified Types of Risks	
Reputational Risk	Reputational risk arises due to an event or incident that could adversely impact the corporate image. It can also be identified as negative publicity regarding our own business practices, which may cause a decline in the customer base and also lead to a reduction of revenue from our lending book. Mitigation mechanisms are embedded in the company policies, which are further strengthened by the training/induction programs conducted continuously by our HR department and through a well-defined customer complaint handling process and a whistleblowing process. Also, an updated code of conduct and ethics is in place and a strong corporate governance culture is promoted.
IT Security/Cyber Risk	The risk of financial losses arises due to the disruption or damages to routine operational functions and also to the reputation of the company as a result of the failure of information technology systems. Our company has identified the importance of this area and deployed such technical controls such as Anti-malware solutions, Network separations, vulnerability remediation and system updates to name a few, to mitigate the risk involved. Close relationships are maintained (as a member) with service providers such as TechCERT & FinCERT to ensure IT/Cyber security whilst strengthening server configuration and patch updates by monitoring regular assessments.
Compliance Risk	Compliance Risk is defined as the risk of legal sanctions, material financial loss, or loss to reputation the Company may suffer as a result of its failure to comply with laws, its own regulations, codes of conduct and standards of best/ good practice. All the operational processes and best practices have been documented and communicated to the staff and the Compliance Department is monitoring the same with the assistance of our Internal Audit division.

Risk Profile & Mitigation Strategies

Risk Factor	Impact	Risk Assessment / Management	Risk Mitigating Factors	Risk Rating
Credit Risk				
Default Risk	High	1. Key committees in action: - the Board, Credit Committee. 2. Central Credit department. 3. Credit Risk evaluation through specialized staff. 4. Post credit evaluation mechanism.	1. Board approved credit policies 2. Delegated Authority levels (DA's) 3. Annual reviews of credit policies and DA's. 4. Independent Credit Risk evaluation 5. Structured and standardized approval process. 6. Risk based pricing.	High
Concentration Risk				
Exposures being concentrated on specified sectors against the total portfolio.	High	1. Top 20 exposures will be checked with their respective single & group limits 2. Sector percentages verified with the total portfolio to assess the sector wise exposures 3. Identify the high exposure sectors to put up limitations.	1. Sector exposures reviewed annually as per Board approved guidelines. 2. Compliance with Central Bank guidelines on sector lending. 3. Monitoring NPLs of each sector against each portfolio.	Medium
Market Risk				
Liquidity Risk	High	1. Regular monitoring of the Top 20 largest deposits. (Deposit concentration) 2. Maintain healthy margins against the Top 20 deposit total against Total Deposits. 3. Analyzing key ratios to ensure the maintenance of proper levels. 4. Managing a healthy balance/mix in funding sources. 5. Maintain adequate unutilized funding lines to meet urgent cash outflow requirements if any.	1. Status reporting to ALCO on a regular basis for decision making. 2. Decisions are made on a monthly basis to facilitate the business requirements and make investment / policy decisions.	Medium
Interest Rate Risk	Medium	1. Monitoring movements in indices i.e. AWPLR, SLIBOR, Government Securities Rates and competitor rates. 2. Assess the potential contribution towards interest rate risk. 3. Board approved policies / limits for assets & liabilities especially in pricing.	1. Monitoring and analysis of Interest Rate related risks at ALCO and IRMC. 2. Stress testing & scenario analysis of identified areas/products. 3. Close monitoring of macroeconomic trends in order to understand the market behavior.	Medium
Foreign Exchange Risk	Low	1. Assessment of foreign exchange rate risk as per Treasury limits and Board approved policies/ guidelines	1. Regular monitoring through Board approved frameworks as per CBSL requirements. 2. Regular stress testing for key variables.	Low
Equity Risk	Medium	1. Review of Equity portfolio. 2. Identify the adverse movements in equity investments. 3. Assessments through the Board and the ALCO	1. Regular monitoring of the macro-economic environment in connection with the movements in stock market prices. 2. Decisions made upon the ROE	Low

Risk Factor	Impact	Risk Assessment / Management	Risk Mitigating Factors	Risk Rating
Operational Risk				
People Risk - Lack of appropriate human resources, inappropriate activities, failure to manage talent sustainably	High	1. Using proper manpower planning. 2. Regular reviews and assessments of performance on an annual basis. 3. Recognize and reward talents/skills. 4. Maintaining a proper performance management system.	1. Strong and continuous staff development programs in place. (E.g. E-Learning, on the job training) 2. Comprehensive customer orientation programs aimed at marketing staff. 3. Recruitments /replacements done through proper screening and scanning. 4. Review of HR policies and procedures. 5. Transparency in evaluations. 6. Well established succession planning.	Medium
IT /Cyber Risk	High	1. Performing frequent System & IT Audits. 2. Plan IT/Technological enhancements during annual planning. 3. Empowering an IT Steering Committee.	1. External professional consultations for better improvements in systems. 2. Proper controls in place to minimize system frauds. 3. New IT policies based upon ISO standards. 4. Continuous and regular system updates to safeguard the same from external vulnerabilities. 5. Proper back up system / BCP in place to successfully deal with any contingencies. 6. Anti-malware solutions and multi-layer fire walls. 7. Close relationship /membership with TechCERT & FinCERT	Medium
Legal Risk	High	1. Identify the unenforceable contracts due to inadequate legal documentation of securities, penalties and fines. 2. Effectiveness and adequacy of controls monitored through the Legal Department. 3. Special consultations through external advisers.	1. Implementation of Board approved Legal Risk Management policy. 2. Assign experienced lawyers with the capability of handling legal issues. 3. Proper policies and procedures in place to assess the legal impacts. 4. Correct procedures applied to protect intellectual property.	Low
Reputational Risk				
Negative publicity and impact on the Corporate Brand and failure to manage public relations.	High	1. Proper mechanism to handle customer complaints. 2. System to identify the early warning signals / indicators.	1. Customer grievance handling procedure in place. 2. Updated clear code of conduct and ethics in place. 3. Promoting a culture of strong corporate governance. 4. Effective and efficient communication amongst stakeholders.	Low

Future Plans for the Risk Management Framework

Our robust Risk Management practices have progressed encouragingly with the maintenance of standards at high levels and will continue to be strengthened and enhanced towards the achievement of company goals in the years ahead. Key initiatives will be operationalized to further sustain and improve the risk management capabilities at Softlogic Finance PLC as elaborated below:

Initiative / Element	Actions to be taken
Further standardization of risk identification, assessment and governance of risk.	• Review & upgrade the Integrated Risk Management framework and other policies such as disclosure, valuation, stress testing model validation and whistle blowing etc. • Identification, assessment, controlling and mitigation of inherent operational risks will be assigned to the respective department heads. • Review and update the existing overall risk management policy and develop a new policy for Credit Risk Management, strengthening the credit risk framework. • Developing a new Operational Risk Management framework including adequate internal processes and systems, human resources and addressing of relevant external factors.
To further improve the Internal Risk Monitoring mechanism	• Maintain a risk register which mentions the follow up actions for discussed risk findings. • Conduct regular Internal Risk Meetings (Quarterly to review/discuss the overall risk aspects of the company.) • Enhance the capacity of the risk management team.
Regularly assess the risk appetite criteria when executing the strategic plan.	• The Risk Management practices will be further upgraded in line with the strategic direction of the Board with regard to the risk profile, risk appetite and risk tolerance levels. • Develop and regularly monitor the risk dashboard.
To measure and quantify risk/s for better decision making	• Use standard Risk matrix and models such as Gini-coefficient, Lorenz curve, to name a few, for better quantification.
Strengthen the PRE-APPROVAL credit process / underwriting standards.	• Review existing credit policies and strengthen the credit review/ verification departments. • Introducing non-judgmental scorecards to assess credit worthiness for certain products. • Further improve and strengthen the Credit Risk Rating system. • Implement a risk-based pricing mechanism according to the risk profile of the customers.
Strengthening of the POST-APPROVAL credit process	• Develop a Post Loan Review Mechanism to ascertain the quality of the credit and maintain an efficient testing mechanism for approving officers. (Quarterly) • Setting up region/ cluster-wise loan review teams to monitor the post-approval process. • Develop a system based tracking mechanism for legal cases.
Further strengthening the Business Continuity Plan and the Disaster Recovery Capabilities	• Considering the unexpected impact of the COVID-19 pandemic and any other possible disaster, we are reviewing and improving the BCP testing with more integrated functions in place. • Better equipped DR site setup will be in place.
Establish a strong IT security culture to ensure that IT system operations are in line with the set security procedures and controls.	• Introduce a new, exclusive IT Security policy inclusive of new system developments and cyber security risk management. • Strong controls to be added/included in the IT related policies & procedures with regard to the company activities. • Strengthen the awareness culture and ability to proactively manage threats. • A new experienced IT Security Officer to be recruited to the team.

Accountability and Transparency

Simplicity Accessibility Digitalisation

A new era for Employees in a digitalised environment

Softlogic Finance

Corporate Governance Philosophy

Governance Framework

The creation of sustainable organisational value has been recognised as our primary, overarching objective. In this context, we are of the firm view that accountability, transparency and ethical, socially conscious corporate conduct serve as the catalysts for the fostering of such organisational value. The corporate governance framework that is in place serves as the cornerstone to operationalise the internal control and risk management mechanisms in the organisation. The necessary checks and balances in place have been designed specifically to monitor and assess the performance execution and delivery of the value creation activities that we undertake.

The overall responsibility and oversight on sound corporate governance rests with the Board. The regulatory framework under which the company operates provides the scope for the definition of this governance mandate. The governance framework that is in place highlights the policies, processes and the board appointed committees in place to give effect to this mandate.

Governance Philosophy & Best Practices

The Board sets the tone and tenor in the enforcement of governance and the setting of the company's strategic direction. More specifically, it is responsible for ensuring that the company operates within the applicable regulatory framework and that it is provided with the requisite strategic direction to create value and achieve its corporate objectives. Thus, playing this dual role involves driving performance delivery, whilst ensuring effective risk management, responsible resource utilisation and overall transparency and accountability towards its stakeholders.

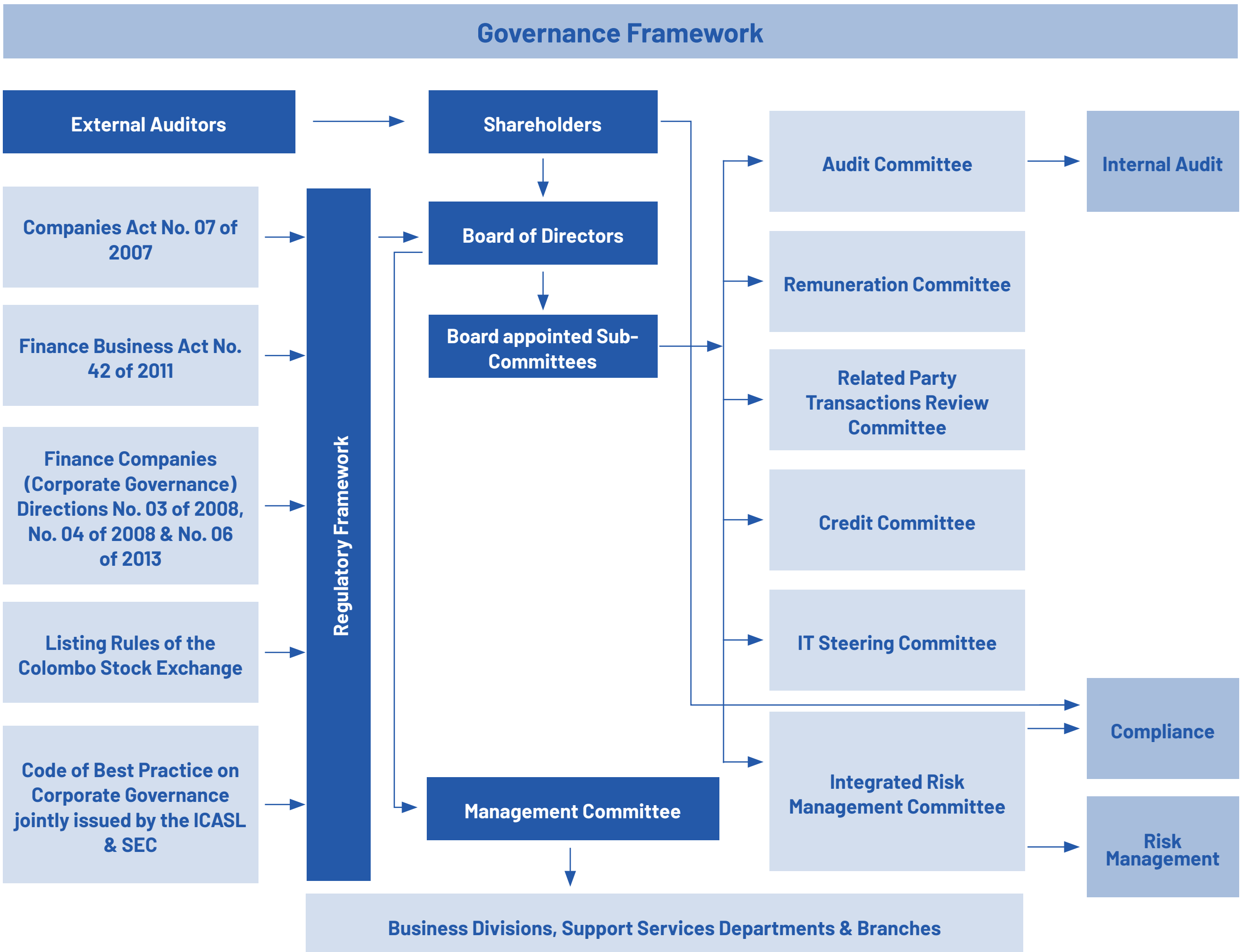
Corporate Governance as a philosophy is embedded in the manner in which the company operates. Our policies, procedures and internal controls in place bear witness to the fact that we advocate responsibility, transparency and accountability right throughout the organisation, at all levels. These policies and procedures are not only in place to deliver operational excellence but also to ensure conformance with all applicable regulations.

Board of Directors

The highest decision making body of the company is responsible for providing guidance and ensuring that the adequate systems and procedures are in place to achieve the corporate objectives, within an environment where regulatory compliance and good governance are adhered to. Its primary objective is to ensure that the shareholders are rewarded with sustainable and superior returns, whilst maintaining transparency in business and acting responsibly. In order to ensure that its obligations are fulfilled, the Board has set up six board appointed committees. These committees ensure that performance delivery of our value creation process is monitored and internal control mechanisms are effective.

The Directors' statement on internal controls is given in page 79 and the statement of Directors' responsibilities is given in page 84.

The table at the end of this section in page 55 provides the attendance details of each director at Board meetings.



Internal Audit Function

The internal audit function of the company is an independent body in place that directly reports to the Board Audit Committee. Its overall mandate is to provide objective risk based monitoring and assessments of the risk management and internal control mechanisms in place.

The internal audit department carries out continuous testing and evaluation of the effectiveness and adherence to the procedures, internal controls and risk management mechanisms in place. Further, it proposes actionable improvements to the internal control, risk management and governance structure of the company as a whole, in the context of applicable regulations.

Compliance Management

The compliance management function of the company plays an integral role in the internal control mechanisms in place. Broadly, this function is responsible for ensuring that all business operations and internal policies and procedures adhere to the applicable laws and regulations. This involves the adoption of new regulations and driving change into the existing processes so that they are in compliance with the applicable regulations. This extends to constant monitoring and reporting on all regulated activities across the company.

During the year under review, the Board met 11 times and the attendance of each Director at these meetings was as follows:

Name of Director	Nature of the Directorship	Attendance
Mr. A Russell-Davison (Chairman) – Appointed as Chariman w.e.f. 24th October 2019	Non-Executive Director	11/11
Mr. M H P Wijesekera (CEO) – Appointed w.e.f. 01st March 2020	Executive Director	0/0
Mr. H K Kaimal	Non-Executive Director	10/11
Mr. A C M Fernando – Appointed w.e.f. 15th November 2019	Independent Non-Executive Director	4/4
Mr.D P Renganathan – Appointed w.e.f. 15th November 2019	Independent Non-Executive Director	1/4
Mr. A K Pathirage – retired w.e.f. 29th August 2019	Non-Executive Director	5/5
Mr. N H G Wijekoon – resigned w.e.f. 01st March 2020	Executive Director	11/11
Mr. C J E Corea - retired w.e.f. 23rd November 2020	Independent Non-Executive Director	7/7
Mr. D T C Soza – retired w.e.f. 23rd March 2020	Independent Non-Executive Director	7/11
Mr. W N R Bastian – resigned w.e.f.30th April 2020 & Central Bank approved his resignation w.e.f. 04th August 2020.	Independent Non-Executive Director	11/11

Corporate Governance Disclosures

Disclosures mandated by the Companies Act No. 07 of 2007

Applicable Section	Disclosure Requirements	Disclosure Reference Page
168 (1)(a)	The nature of the business of the company and any change thereof during the accounting period	Page 85
168 (1)(b)	Signed financial statements of the company for the accounting period completed	Pages 93 to 156
168 (1)(c)	Auditor's report on the financial statements of the company	Pages 90 to 92
168 (1)(d)	Applicable accounting policies and any changes therein made during the accounting period	Pages 98 to 117
168 (1)(e)	Particulars of entries in the interests register made during the accounting period	Page 85
168 (1)(f)	Remuneration and other benefits of directors during the accounting period	Page 152
168 (1)(g)	Total amount of donations made by the company during the accounting period	Page 86
168 (1)(h)	Names of the persons holding office as directors of the company as at the end of the accounting period and the names of any persons who ceased to hold office as directors of the company during the accounting period	Pages 87 to 88
168 (1)(i)	Amounts paid/ payable to the external auditor as audit fees and fees paid/ payable for other services provided by the external auditor during the accounting period	Page 86
168 (1)(j)	Any relationship (other than being the auditor) that the auditor has with or any interests which the auditor has in the company	Page 86
168 (1)(k)	Acknowledgement of the contents of the Annual Report and signed on behalf of the board by two directors of the company and the secretary of the company	Page 88

Disclosures mandated by the Sections 7.6 and 7.10 of the Listing Rules of the Colombo Stock Exchange

Stated below are the disclosures as per Section 7.6 of the Listing Rules with regard to content on the Annual Report

Section Reference	Disclosure Requirement	Status of Compliance	Disclosure Details
7.6 (i)	Names of persons who during the financial year were directors of the Entity	Compliant	This is stated in page 85
7.6 (ii)	Principal activities of the Entity during the year and any changes therein	Compliant	This is stated in the Annual Report of the Board of Directors in page 85.
7.6 (iii)	The names and the number of shares held by the 20 largest holders of voting and non-voting shares and the percentage of such shares held	Compliant	This is stated in the Investor Information section in page 161
7.6 (iv)	The Public Holding percentage	Compliant	This is stated in the Investor Information section in page 160
7.6 (v)	A statement of each director's holding and Chief Executive Officer's holding in shares of the Entity at the beginning and end of the financial year	Compliant	This is stated in the Annual Report of the Board of Directors in page 86
7.6 (vi)	Information pertaining to material foreseeable risk factors of the Entity	Compliant	This is stated in the Integrated Risk Management section from pages 44 to 52 and in the Integrated Risk Management Committee Report in page 83
7.6 (vii)	Details of material issues pertaining to employees and industrial relations of the Entity	Compliant	Details relating to employees and employee relations are stated in the Human Capital section from pages 34 to 39. There were no material issues relating to industrial relations of the entity.

Section Reference	Disclosure Requirement	Status of Compliance	Disclosure Details
7.6 (viii)	Extents, locations, valuations and the number of buildings of the Entity's land holdings and investment properties	Compliant	This is stated in page 86
7.6 (ix)	Number of shares representing the Entity's stated capital	Compliant	This is stated in Note No: 35 in page 138
7.6 (x)	A distribution schedule of the number of holders in each class of equity securities, and the percentage of their total holdings as at the end of the year	Compliant	This is stated in the Investor Relations section in page 160
7.6 (xi)	Ratios and market price information on:	Compliant	This is stated in the Investor Relations section in pages 161 to 162
	Equity: Dividend per share, Dividend payout ratio, Net asset value per share, Market value per share	Compliant	This is stated in the Investor Relations section in pages 161 to 162
	Debt: Interest rate of comparable government security, Debt/ equity ratio, Interest cover, Quick asset ratio, market prices & yield during the year	Compliant	This is stated in the Investor Relations section in page 162
	Any changes to the credit rating	Compliant	No changes to the credit rating
7.6 (xii)	Significant changes in the Entity's fixed assets and the market value of land, if the value differs substantially from the book value	Compliant	This is stated in Note No 27 in page 131
7.6 (xiii)	Details of funds raised by the entity either through a public issue, Rights Issue or a private placement during the year	Compliant	This is stated in page 87
7.6 (xiv)	Information with regard to employee share option or employee share purchase schemes	Not Applicable	The company does not have any employee share option or employee share purchase scheme
7.6 (xv)	Disclosures pertaining to Corporate Governance practices in terms of Rules 7.10.3, 7.10.5 c. and 7.10.6 c. of Section 7 of the Listing Rules	Compliant	This is stated from pages 57 to 58
7.6 (xvi)	Related Party transactions exceeding 10% of the Equity or 5% of the total assets of the Entity as per Audited Financial Statements, whichever is lower	Compliant	During the year under review, the company had no transactions that qualified for this disclosure.

Stated below are the disclosures as per Section 7.10 of the Listing Rules with regard to Corporate Governance requirements

Section Reference	Disclosure Requirement	Status of Compliance	Disclosure Details
7.10.1 (a)	The board of directors of a Listed Entity shall include at least two non-executive directors or such number of non-executive directors equivalent to one third of the total number of directors whichever is higher	Compliant	The Board comprises of 4 non-executive directors.
7.10.2 (a)	Two or one-third of Non-Executive Directors appointed to the board of directors, whichever is higher, should be independent	Compliant	The Board comprises of 2 independent non-executive directors.
7.10.2 (b)	Each non-executive director to submit a signed and dated declaration annually of his/her independence or non-independence against the specified criteria	Compliant	All declarations have been submitted.
7.10.3 (a)	The board shall make a determination annually as to the independence or non-independence of each non-executive director based on such declaration and other information available to the board and shall set out in the annual report the names of directors determined to be 'independent'	Compliant	Based on the determination carried out by the Board as per the stipulated direction, the names of directors determined to be 'independent' have been stated in page 85 of this report

Section Reference	Disclosure Requirement	Status of Compliance	Disclosure Details
7.10.3 (b)	In the event a director does not qualify as 'independent' against any of the criteria set out below but if the board, taking account all the circumstances, is of the opinion that the director is nevertheless 'independent', the board shall specify the criteria not met and the basis for its determination in the annual report	Not Applicable	No such determination was required to be made by the board as the independent directors of the company met the specified criteria
7.10.3 (c)	The board shall publish in its annual report a brief resume of each director on its board which includes information on the nature of his/her expertise in relevant functional areas	Compliant	Please refer the profiles of the board of directors laid out in page 14
7.10.3 (d)	Upon appointment of a new director to its board, the Entity shall forthwith provide to the Exchange a brief resume of such director for dissemination to the public	Compliant	During the period under review, three new Directors were appointed to the Board.
7.10.5	A listed company shall have a Remuneration Committee	Compliant	The composition of this committee is stated in page 87 of this report
7.10.5 (a)	Shall comprise a minimum of two Independent Non-Executive Directors or a majority of Independent Non-Executive Directors, whichever is higher	Compliant	The Remuneration Committee comprises of 2 independent non-executive directors and a non-executive director.
7.10.5 (b)	The Remuneration Committee shall recommend the remuneration of the Chief Executive Officer and the Executive Directors, to the Board	Compliant	Please refer the Remuneration Committee Report in page 81 of this report
7.10.5 (c)	The annual report shall set out: (i) The names of the Directors that comprise the Remuneration Committee	Compliant	The composition of this committee is stated in page 87 of this report
	(ii) A statement of remuneration policy	Compliant	Please refer the Remuneration Committee Report in page 81 of this report
	(iii) Aggregate remuneration paid to Executive and Non-Executive Directors	Compliant	Please refer page 152 of this report
7.10.6	A listed company shall have an Audit Committee	Compliant	The composition of the Audit Committee is stated in page 87 of this report
7.10.6 (a)	The Audit Committee shall comprise a minimum of two Independent Non-Executive Directors, or a majority of Independent Non-Executive Directors, whichever is higher	Compliant	The Audit Committee contains 2 independent non-executive directors and a non-executive director.
	The Chief Executive Officer and Chief Financial Officer shall attend Audit Committee meetings	Compliant	Both these officers attend Audit Committee meetings by invitation
	One non-executive director shall be appointed as Chairman of the committee by the board of directors	Compliant	The chairman of the Audit Committee is an independent non-executive director
	The Chairman or one member of the Committee should be a member of a recognised professional accounting body	Compliant	The chairman of the Audit Committee is a member of a recognized professional accounting body.
7.10.6 (b)	The functions of the Audit Committee shall be as set out in section 7.10.6 of the Listing Rules	Compliant	Please refer the Audit Committee Report in page 80 in this report
7.10.6 (c)	The names of the directors comprising the audit committee should be disclosed in the annual report	Compliant	Please refer the Audit Committee Report in page 80 in this report
	The committee shall make a determination of the independence of the auditors and shall disclose the basis for such determination in the annual report	Compliant	Please refer the Audit Committee Report in page 80 in this report
	The annual report shall contain a report by the audit committee, setting out the manner of compliance by the Entity, during the period to which the annual report relates	Compliant	Please refer the Audit Committee Report in page 80 in this report

Disclosures as per Finance Companies (Corporate Governance) Direction No. 03 of 2008 as amended by Directions No. 04 of 2008 and No. 06 of 2013 issued by the Central Bank of Sri Lanka

Paragraph Reference	Guiding Principle	Disclosure Details
The Responsibilities of the Board of Directors		
2 (1)(a)	Approving & overseeing the finance company's strategic objectives & corporate values & ensuring that such objectives & values are communicated throughout the company.	The Board is responsible for formulating strategy, ensuring the adequacy of the risk management processes, review of the internal control system & defining the responsibility of the Corporate Management. The Company's strategic objectives, corporate values, budgetary objectives and the company's business plan have been communicated to all relevant line managers of the company, who implement them in conjunction with their teams. As part of its 3 year planning process, the company has formulated its 3 year comprehensive strategic plan for the 2020/21, 2021/22 and 2022/23 FYs, incorporating strategic objectives, corporate values and measurable goals.
2 (1)(b)	Approving the overall business strategy of the company, including the overall risk policy & risk management procedures & mechanisms with measurable goals, for at least immediate next three years.	During the year, the Board approved the company's budget and its 3 year financial projections, for the 2020/21, 2021/22 and 2022/23 FYs, which included measurable goals. The business strategy is normally reviewed monthly by the Board with updates at Board meetings on execution of the agreed strategy. The Integrated Risk Management Committee monitors and reviews the risk management procedures and mechanisms in place, during its quarterly meetings. As part of its continuous improvement process, the company regularly takes into account the changing external landscape and the internal control requirements and updates its risk management procedures.
2 (1)(c)	Identifying risks & ensuring implementation of appropriate systems to manage the risks prudently.	The Board takes responsibility for the overall risk framework of the Company. The Integrated Risk Management Committee ensures that risks in credit, operational, market, strategic & other areas are monitored, managed and reported to the Board. As part of the Board's activities, it routinely discusses new strategies to suit changing market conditions, the risks entailed in such strategies and ways and means to mitigate such risks. Moving forward, the company will explore ways of continuously improving and formalizing these processes to identify and manage risks prudently.
2 (1)(d)	Approving a policy of communication with all stakeholders, including depositors, creditors, share-holders & borrowers.	The company is in the process of introducing a new Board approved communications policy and a set of communications processes, in order to embrace the changes happening in the external environment and effectively cater to the changing needs of the company's stakeholders.
2 (1)(e)	Reviewing the adequacy & the integrity of the finance company's internal control systems & management information systems.	The Internal Audit Division carries out regular reviews on the internal control system including internal controls over financial reporting. The Audit Committee monitors, reviews & evaluates the effectiveness of internal control system. The Board routinely looks into the reliability and accuracy of all Non-financial information which are used by the Board and its sub-committees. The Board regularly reviews the adequacy and integrity of the MIS of the company. The Board and the sub-committee will continuously look into ways of improving the existing procedures and controls in place.
2 (1)(f)	Identifying & designating key management personnel, who are in a position to: (i) significantly influence policy; (ii) direct activities; & (iii) exercise control over business activities, operations & risk management	The company has classified the KMPs as per the CBSL Direction and has considered these KMPs in the company's financial statements.
2 (1)(g)	Defining the areas of authority & key responsibilities for the Board & for the key management personnel	Duties & responsibilities of the Board of Directors are included in the Articles of Association. Currently, the Board is aware of the areas of its authority and key responsibilities. Whilst evaluating the scope used to define the existing KMPs, the company will get the new job descriptions of its newly appointed KMPs also approved by the Board.

Paragraph Reference	Guiding Principle	Disclosure Details
2 (1)(h)	Ensuring that there is appropriate oversight of the affairs of the company by key management personnel, that is consistent with the company's policy	Affairs of the company are reviewed by the Board on a monthly basis. Company affairs & operations are also reviewed by the executive committee of the company normally once a week.
2 (1)(i)	Periodically assessing the effectiveness of its governance practices, including:	The effectiveness of the Board's own governance practices, including the process for selection, nomination & election of directors & the process for managing conflicts of interest are functionally reviewed by the board on a periodic basis. A self-assessment policy has also been put in place for all directors.
2 (1)(i)(i)	The selection, nomination & election of directors & appointment of key management personnel	
2 (1)(i)(ii)	The management of conflicts of interests	
2 (1)(i)(iii)	The determination of weaknesses & implementation of changes where necessary	
2 (1)(j)	Ensuring that the finance company has an appropriate succession plan for key management personnel	The Board has implemented a structured approach towards succession planning of the Corporate Management team & has developed a succession plan. Thus a layer of senior managers has been developed, who can be promoted to key positions in the future. Along with reviews of the KMP classification and the new KMP appointments, the company will relook at the succession plan in place and update accordingly, under Board supervision.
2 (1)(k)	Meeting regularly with the key management personnel to review policies, establish lines of communication and monitor progress towards corporate objectives	Executive committee meetings are held once a week and the CEO/ Executive Director takes part in the discussions & reviews of business operations. Further, in the monthly Board meetings, the CEO, presents performance reviews of the company to the Board.
2 (1)(l)	Understanding the regulatory environment	The Board members are furnished with Central Bank guidelines, regulations and determinations. The findings of Central Bank examinations are submitted to the Board. Further, the compliance officer submits a compliance statement to the Board with the respective updates. The company maintains an active relationship with the regulator through the compliance officer and the CEO.
2 (1)(m)	Exercising due diligence in the hiring and oversight of external auditors	The Audit Committee has considered the External Auditor's independence, objectivity & the effectiveness of the audit process, taking into account relevant professional & regulatory requirements in the appointment of the auditor.
2 (2)	The Board shall appoint the chairman & the chief executive officer & define & approve their functions & responsibilities in line with the applicable requirements of this Direction	The Board has appointed a Chairman and a CEO. The company has established and delegated responsibilities & functions to the CEO and the Chairman, who are separate persons in line with the applicable directions and these will be submitted to the Board and to the CBSL for their approval.
2 (3)	There shall be a procedure determined by the Board to enable directors, to seek independent professional advice in appropriate circumstances, at the company's expense.	The board has established a procedure for Directors to seek independent professional advice in furtherance of their duties, at the company's expense.
2 (4)	A director shall abstain from voting on any Board resolution in relation to a matter in which he or any of his relatives or a concern in which he has substantial interest, is interested, & he shall not be counted in the quorum for the relevant agenda item at the Board meeting	Any director with a material personal interest in a matter being considered by the Board declares his interest & he does not participate in discussions or vote on that specific matter.
2 (5)	The Board shall have a formal schedule of matters specifically reserved to it for decision to ensure that the direction & control of the finance company is firmly under its authority	The Board's power & matters specifically reserved to it have been set out in the Articles of Association and the Board has been apprised of such matters reserved to it in order to ensure that the direction and control of the company is firmly under its authority. In order to streamline and further improve the exercise of power by the Board, attention will be given to introducing a schedule containing these matters specifically reserved to the Board.

Paragraph Reference	Guiding Principle	Disclosure Details
2 (6)	The Board is to disclose to the Director of the Department of Supervision of Non-Bank Financial Institutions, any situation of insolvency, before taking any decision or action	No such situation of insolvency has arisen during the year under review for the company to inform the Director of the Dept. of Supervision of Non-Bank Financial Institutions.
2 (7)	The Board shall include in the Annual Report, an annual corporate governance report setting out the compliance with this Direction	The annual corporate governance report, which forms an integral part of the annual report, has been published in the annual report.
2 (8)	The Board shall adopt a scheme of self-assessment to be undertaken by each director annually, & maintain records of such assessments	The Board has implemented such an annual self –assessment on its performance in discharge of its key responsibilities, where each Director has to carry out a self-assessment. The company will continuously review and if necessary update the process of obtaining self-evaluations and the analysis thereof, in order to ensure the effectiveness of this mechanism.
Meetings of the Board		
3 (1)	The Board shall meet at least twelve times a financial year at approximately monthly intervals	The Board met 11 times during the year under review. In order to improve existing processes and practices, any exceptional and non-routine matters approved through circular resolutions will be submitted subsequently to the Board for discussion.
3 (2)	The Board shall ensure that arrangements are in place to enable all directors to include matters & proposals in the agenda for regular Board meetings	In practice, proposals from all Directors on the promotion of business and management of risk & other relevant areas are included where relevant in the agenda for regular meetings. In order to reap the maximum benefits of this available avenue, in future, the company plans to implement a formalized procedure to enable all Directors to include matters and proposals in the agenda.
3 (3)	Notice of at least 7 days shall be given for a regular Board meeting. For all other Board meetings, a reasonable notice shall be given.	Directors are given at least 7 days of notice for regular meetings. For all other meetings, a reasonable notice period is given.
3 (4)	A director, who has not attended at least two-thirds of the meetings in the period of 12 months immediately preceding or has not attended the immediately preceding three consecutive meetings held, shall cease to be a director.	All directors have attended at least two- thirds of the meetings held during the 2019/20 financial year. Further, no director has been absent from three consecutive regular board meetings.
3 (5)	The Board shall appoint a company secretary whose primary responsibilities shall be to handle the secretarial services to the Board & shareholder meetings.	The board has appointed a company secretary – Softlogic Corporate Services (Pvt) Ltd. All Directors have access to the Board Secretary.
3 (6)	If the chairman has delegated to the company secretary the function of preparing the agenda for a Board meeting, the company secretary shall be responsible for carrying out such function	The Chairman has delegated the function of preparing the Agenda for the board meeting to the company secretary.
3 (7)	All directors shall have access to advice & services of the company secretary	The company secretary's services are available to all Directors, who need additional support to ensure they receive timely & accurate information to fulfill their duties. In order to make the availability of this service more efficacious, under the supervision of the Board, this avenue will be reviewed and a formalized and updated procedure will be introduced.
3 (8)	The company secretary shall maintain the minutes of Board meetings & such minutes shall be open for inspection by any director	The Board minutes are adequately maintained & open for inspection by any Director.
3 (9)	Minutes of Board meetings shall be recorded in sufficient detail as per the detailed requirements of Paragraph 3(9) of this Direction	The minutes of the board meetings have been recorded by the company secretary. The company secretary will continue to review and update their minute taking and the level of detail gone into, in conjunction with the advice of the Board.

Paragraph Reference	Guiding Principle	Disclosure Details
Composition of the Board		
4 (1)	The number of directors on the Board shall not be less than 5 & not more than 13	The Board comprised of 6 Directors as at 31st March 2020. The company was in compliance with same throughout the year.
4 (2)	Total period of service of a director other than a director who holds the position of chief executive officer or executive director shall not exceed nine years.	Three Directors, namely, Mr. Pathirage, Mr. Corea and Mr. Soza, who served for 9 years in the Board, retired during the 2019/20 financial year. No other Directors have exceeded this threshold.
4 (3)	Appointment, election or nomination of an employee as a director and the qualifications applicable thereto.	In the composition of the board, Executive Directors do not exceed one half of the number of directors of the board.
4 (4)	The number of independent non-executive directors of the Board shall be at least one fourth of the total no. of directors. The criteria for assessing the independency of a non-executive director.	As at 31st March 2020, the Board comprised of three Independent Non-Executive Directors. As per the requirements of this Direction, this number is more than one fourth of the Board. The criteria for assessing the independency of a non-executive director have been complied with.
4 (5)	Situations where an alternate director is appointed to represent an independent non-executive director	No alternate directors were appointed during the year under review.
4 (6)	Non-executive directors shall have necessary skills and experience to bring an objective judgment to bear on issues of strategy, performance and resources	Non–executive directors' professional qualifications background and their experience in the finance sector have provided them with the ability to bring forth an objective judgment to bear on issues of strategy, performance & resources.
4 (7)	A meeting of the Board shall not be duly constituted, unless at least one half of the no. of directors that constitute the quorum are non-executive directors.	The Company has complied with this requirement of the required quorum in all the board meetings.
4 (8)	The independent non-executive directors to be identified as such in all corporate communications containing the names of directors. Disclosure to be made of the board composition in the annual corporate governance report.	Company has properly disclosed the information required on board composition in its Annual Report. Independent non-executive directors will be expressly identified as such in the company's corporate communications.
4 (9)	Availability of formal, considered and transparent procedure for the appointment of new directors to the Board. Also to contain procedures for the orderly succession to the Board.	The Articles of Association of the company states the procedure applicable to the selection & appointment of directors to the company. Formal announcements are made to the Central Bank & the Colombo Stock Exchange in this regard. Appointments are only made once Central Bank approval is obtained.
4 (10)	Directors appointed to fill a casual vacancy shall be subject to election by shareholders at the first general meeting after their appointment	During the year under review, there were three Directors appointed to fill casual vacancies and will be subjected to re-election by the shareholders at the AGM held in September 2020.
4 (11)	Resignations/ removals of directors & reasons thereto, to be announced to shareholders and notification given to the Director of the Dept. of Supervision of Non-Bank Financial Institutions of the Central Bank.	There were 3 retirements in line with the CBSL term of service related guideline and 1 resignation during the year under review. Relevant formal notices of these were given to the Central Bank and the Colombo Stock Exchange.
Criteria to assess the fitness and propriety of Directors		
5 (1)	A person over the age of 70 years shall not serve as a director (As amended by the Finance Business Act Direction No. 5 of 2020)	All directors are below the age of 70. Hence this requirement has been complied with.
5 (2)	A director shall not hold office as a director or any other equivalent position in more than 20 entities	As per the information provided by the Directors to the company secretaries, all directors are within the limit of 20 companies to hold directorships.
Delegation of functions		
6 (1)	The Board shall not delegate any matters to a board committee, CEO, executive directors or KMPs, to an extent that such delegation would significantly hinder or reduce the ability of the Board to discharge its functions	The company's Articles of Association has a provision addressing the delegation of powers of the Board. The Board has not delegated to an extent that such delegation would significantly hinder or reduce the ability of the board as a whole to discharge its functions.

Paragraph Reference	Guiding Principle	Disclosure Details
6 (2)	The Board shall review the delegation processes in place on a periodic basis to ensure that they remain relevant	Periodic reviews of the delegation process are in place to ensure that they remain relevant to the needs of the finance company.
The Chairman and the Chief Executive Officer		
7 (1)	The roles of chairman and chief executive officer shall be separated	The roles of the Chairman and the Chief Executive Officer are separated.
7 (2)	The chairman shall be a non-executive director. Where the chairman is not an independent non-executive director, an independent non-executive director is to be designated as the Senior Director. The Senior Director shall be disclosed in the Annual Report.	The Chairman is a non-executive director but not an independent non-executive director. Hence board has designated an independent non – executive director as the senior director with suitably documented Terms of Reference. This designation has been disclosed in the annual report. Mr. Manilka Fernando was appointed to this position w.e.f. 04th August 2020, following the approval of the CBSL. He comes in to replace Mr. Chris Corea, who retired upon completion of 9 years of service.
7 (3)	Names of the chairman and the CEO & the nature of any relationship between them and any relationships among members of the board are to be disclosed.	The company functionally checks in order to identify whether any relationship between the parties exist and it has been found that there are no material relationships between the Chairman / CEO &/ or other members of the Board, which will impair their respective roles. In order to make these checks more robust, the company will evaluate the existing approach and make any necessary changes.
7 (4)	The chairman shall: (a) provide leadership to the Board; (b) ensure that the Board works effectively & discharges its responsibilities; and (c) ensure that all key issues are discussed by the Board in a timely manner.	The role of the Chairman has been expressly stated and the board has established a self – evaluation process and this includes the evaluation of the effectiveness of the role played by the Chairman.
7 (5)	Primary responsibility in the preparation of the board meeting agenda is to be with the chairman, but it could be delegated to the company secretary.	The Chairman has delegated the function of preparing the board meeting agenda to the Company Secretary.
7 (6)	The chairman shall ensure that all directors are informed adequately & in a timely manner of the issues arising at each Board meeting	Directors are informed adequately & in a timely manner about the issues arising at Board meetings.
7 (7)	The chairman shall encourage each director to make a full & active contribution to the Board's affairs & take the lead to ensure that the Board acts in the best interests of the company	The Board is encouraged to actively contribute to the Board's affairs and also ensure that the Board acts in the best interests of the company. The Company Secretary will continue to review their minute taking and the level of detail gone into, in conjunction with the advice of the Board, in order to ensure that the individual contributions of the Directors are evidenced.
7 (8)	The chairman shall facilitate the effective contribution of non-executive directors in particular & ensure constructive relationships between executive & non-executive directors.	The Chairman ensures that constructive relationships are built between executive & non-executive directors and that substantial contributions come from non-executive directors.
7 (9)	The chairman shall not engage in activities involving direct supervision of KMPs or any other executive duties.	The Board has delegated this responsibility to the CEO who leads the Corporate Management team in making and executing operational decisions. No direct supervision of KMPs or any other executive duties are handled by the Chairman.
7 (10)	The chairman shall ensure that appropriate steps are taken to maintain effective communication with shareholders and that the views of shareholders are communicated to the Board.	Through the AGM, the Chairman ensures that the company's progress & strategy are effectively communicated to the shareholders & shareholders can communicate any concerns to the Board, through the company secretary.
7 (11)	The CEO shall function as the apex executive-in-charge of the day-to-day-management of the operations.	The CEO functions as the primary executive in charge of the day–to–day activities of the company.
Board appointed Committees		
8 (1)	It is mandatory to have at least an Audit Committee and an Integrated Risk Management Committee directly reporting to the board and each are to have a secretary, functioning under the committee chairman. The board is to present a report on each committee at the AGM	Board appointed committees include the Audit Committee, Integrated Risk Management Committee, Remuneration Committee, IT Steering Committee and the Related Party Transactions Review Committee. Each committee has a secretary who functions under the supervision of the committee chairman. A report on each of these committees is presented in the annual report.

Paragraph Reference	Guiding Principle	Disclosure Details
Audit Committee		
8 (2)(a)	The chairman of the committee shall be a non-executive director who possesses qualifications & experience in accountancy &/ or audit	The Chairman of the committee, Mr. A C M Fernando, is an independent non–executive director who is a Fellow of the Institute of Chartered Accountants of Sri Lanka.
8 (2)(b)	The Board members appointed to the committee shall be non-executive directors	All members of the Audit Committee are non-executive directors.
8 (2)(c)	Responsible to make recommendations with regard to the: (i) Appointment of the external auditor (ii) Implementation of CBSL guidelines issued to auditors (iii) Application of relevant accounting standards (iv) Service period, audit fee & resignation/ dismissal of the auditor	During the period under review, the audit committee has monitored & reviewed the external auditor's independence, objectivity & the effectiveness of the audit process taking in to account relevant professional & regulatory requirements. i) Committee has made recommendations in the appointment of the external auditor. ii) No such guidelines have been issued by the Central Bank during the year under review. iii) The Audit Committee oversees the application of accounting standards (SLFRS and LKAS) by the Company. iv) Committee monitors and is responsible for the service period, audit fee & resignation/ dismissal of the auditor. In order to ensure that this monitoring mechanism is more efficient and effective, the Committee has implemented a formalized policy in relation to the service period, audit fee, any resignation or dismissal of the auditor and the applicable term limits of the auditor.
8 (2)(d)	Reviewing & monitoring the external auditor's independence & objectivity & the effectiveness of the audit processes in accordance with applicable standards & best practices	The committee regularly reviews & monitors the external auditor's independence, objectivity & the effectiveness of the audit processes as per the applicable guidelines.
8 (2)(e)	Responsibility of the Audit Committee to develop & implement a Board approved policy on the engagement of an external auditor for non-audit services, as per the criteria laid out in this rule.	In the context of the criteria laid out in this rule, the committee has approved the engagement of the external auditor to provide non-audit services. Through its continuous monitoring activities, the committee will continue to evaluate the effectiveness of the independence of the external auditors in the provision of non-audit services. In order to formalize this process, the Committee has implemented a policy addressing the engagement with the external auditor which does not impair the independence and objectivity in relation to the provision of non-audit services.
8 (2)(f)	Responsibility of the committee to discuss & finalize with the external auditors, the nature & scope of the audit, in line with the requirements under this rule.	The committee has discussed the audit approach & relevant procedures including matters relating to the scope & nature of the audit & the time plan for the audit.
8 (2)(g)	Responsibility of the committee to review the financial information in order to monitor the integrity of the financial statements, its annual report, accounts & periodical reports prepared for disclosure,& the significant financial reporting judgments contained therein, as per the criteria in this rule.	The Audit committee has reviewed the company's annual report including financial statements, accounting standards and policies (and changes therein) & significant adjustments arising from the audit & quarterly financial statements. Further, the committee considers the going concern assumption & compliance with relevant accounting standards & other legal requirements.
8 (2)(h)	The committee shall discuss issues, problems & reservations arising from the interim & final audits & any matters the auditor may wish to discuss.	The committee has met the external auditors twice without the executive management being present to discuss any issues relating to the audit.
8 (2)(i)	The committee shall review the external auditor's management letter & the management's response thereto.	The audit committee has reviewed the applicable management letter & the management's responses thereto.

Paragraph Reference	Guiding Principle	Disclosure Details
8 (2)(j)	The committee is responsible to take the following steps with regard to the internal audit function: (i) Review the adequacy of the scope, functions & resources of the internal audit dept. (ii) Review the internal audit programme & results of the internal audit process (iii) Review any appraisal or assessment of the performance of the head & senior staff members of the internal audit dept. (iv) Recommend any appointment or termination of the head, senior staff members & outsourced service providers to the internal audit function (v) Ensure that the committee is apprised of resignations of senior staff members of the internal audit dept. including the chief internal auditor & any outsourced service providers. (vi) Ensure that the internal audit function is independent of the activities it audits	i) The scope, functions & resources of the internal audit department are set out in the Internal Audit department charter and have been reviewed. ii) Based on the presentation made by the Head of Internal Audit, the committee reviews the internal audit programs, results of the internal audit process & ensures that appropriate actions are taken on the recommendations of the internal audit. iii) The Company did not carry out an appraisal or assessment of the performance of staff for the purpose of annual increments/ bonus due to the lock down of the country. Hence the committee decided to do a comprehensive appraisal in the next financial year for the head of the Internal Audit Dept. as in compliance with this requirement. iv) The Committee has recommended the appointments of senior staff members for the internal audit function during the year. v) The manager of the Internal Audit Dept. resigned and was replaced during the year. vi) The Internal Audit Dept. is independent from the activities it audits.
8 (2)(k)	The committee shall consider the major findings of internal investigations & management's responses thereto	Findings of any internal investigations carried out during the year and the management's responses thereto were reviewed by the Audit Committee in its meetings.
8 (2)(l)	Statement regarding those who can normally attend meetings and those who can attend by invitation. Once in 6 months, the committee is to meet with the external auditors without the presence of the executive directors.	Criteria regarding those who can normally attend meetings & those who can attend by invitation have been followed. The committee has met the external auditors without the presence of any executive director.
8 (2)(m)	The committee shall have: (i) authority to investigate any matter within its terms of reference; (ii) the resources which it needs to do so; (iii) full access to information; & (iv) authority to obtain external professional advice & to invite outsiders with relevant experience to attend.	The Audit Committee is guided by its terms of reference which sets out authority & responsibility of the said Committee & these requirements have been represented in the terms of reference. The company will continue to review and update the terms of reference accordingly to be in line with the CBSL requirements.
8 (2)(n)	The committee shall meet regularly, with due notice of issues to be discussed & shall record its conclusions in discharging its duties & responsibilities	During the year under review, the committee has met 10 times (additionally 2 Board Audit Committee meetings were held during the year with external auditors without the presence of any executive director). Due notice of issues to be discussed were given & records were kept by the company secretary regarding matters discussed & actions taken.
8 (2)(o)	Annual Report to contain (i) details of the activities of the audit committee; (ii) the number of audit committee meetings held in the year; & (iii) details of attendance of each individual member at such meetings.	These details have been disclosed in the annual report in the audit committee report.
8 (2)(p)	The secretary to the committee shall keep detailed minutes of the committee meetings	The company secretary, who acts as the secretary of this committee, maintains detailed minutes of all meetings.
8 (2)(q)	The committee shall review arrangements by which employees may, in confidence, raise concerns about possible improprieties in financial reporting, internal control or other matters.	The company has in place, a formal process for employees, in confidence, raise concerns about possible improprieties in financial reporting, internal control or other matters. Further, the audit committee functionally reviews issues relating to matters of misconduct.

Paragraph Reference	Guiding Principle	Disclosure Details
Integrated Risk Management Committee		
8 (3)(a)	The committee shall consist of at least one non-executive director, CEO & KMPs supervising broad risk categories. Duty of the committee is to work with KMPs closely & make decisions on behalf of the Board within its assigned framework of authority.	As at 31st March 2020, the committee comprised of 1 independent non-executive director and the Head of Risk of the company. This was due to the resignation of the CEO (an executive director) and the retirement of an independent non-executive director in March 2020. This sub-committee received new appointments w.e.f. 10th June 2020 and now contains of 1 independent non-executive director, 1 executive director (the CEO) and the Head of Risk (a KMP) of the company. The terms of reference of this committee encompasses the duties assigned to it by this direction.
8 (3)(b)	The committee is to assess all risks on a monthly basis through appropriate risk indicators & management information.	The committee assesses & reviews on a quarterly basis, risk in terms of liquidity, credit and operational risk by variance reports. The committee also ensures that appropriate measures have been taken to mitigate any risks that have been envisaged. Additionally, plans are afoot to further strengthen the assessment process with the addition of identified credit, liquidity, market and strategic risk indicators.
8 (3)(c)	The committee shall review the adequacy & effectiveness of all management level committees such as the credit committee & the asset-liability committee	Through common quantitative & qualitative indicators, the Committee will assess the effectiveness of all management level committees such as Asset and Liability Committee and Credit Committee against their current Terms of Reference.
8 (3)(d)	The committee shall take prompt corrective action to mitigate the effects of specific risks in the case such risks are at levels beyond the prudent levels decided by the committee.	The committee has reviewed the existing risk indicators which have gone beyond the laid out quantitative and qualitative parameters and recommended adequate corrective action. In order to develop the risk mitigation aspect, the plan is to review, update and set up risk appetite limits for identified risk indicators and review the risk indicators which have gone beyond the specified quantitative and qualitative risk limits.
8 (3)(e)	The committee shall meet at least quarterly to assess all aspects of risk management including updated business continuity plans.	The committee met four times in the period under review and has assessed and reviewed relevant detailed Management Information System reports.
8 (3)(f)	The committee shall take appropriate actions against the officers responsible for failure to identify specific risks & take prompt corrective actions as recommended by the committee	The risk identification activities are carried out by the Integrated Risk Management Committee and as such decisions are taken collectively. If any policy breaches occur or if any detrimental action which affects the organization is committed by an employee, the committee will recommend appropriate action against the employee.
8 (3)(g)	The committee shall submit a risk assessment report within a week of each meeting to the Board	The Committee has submitted a risk assessment report within a week of each meeting to the Board seeking the Board's views, concurrence and/or specific directions.
8 (3)(h)	The committee shall establish a compliance function to assess the company's compliance with laws, regulations, directions, rules, regulatory guidelines, internal controls & approved policies on all areas of business operations. A dedicated compliance officer selected from KMPs, to carry out the compliance function.	A separate compliance officer has been appointed to overlook regulatory and other requirements. Further, the compliance officer has been classified as a KMP.
Related Party Transactions		
9 (2)	The board is responsible to take necessary steps to avoid any conflicts of interest that may arise from any transaction between the company and a 'related party', as specified in this rule.	In line with the criteria specified in this rule, steps have been taken by the Board to avoid any conflict of interest that may arise, in transacting with related parties as per the definition of this direction. Further the Board ensures that no related party benefits from favorable treatment & the terms of such transactions are similar to the usual terms between the company & any unrelated customer. A related party transactions (RPT) charter has been introduced to formalize this process.

Paragraph Reference	Guiding Principle	Disclosure Details
9 (3)	The types of transactions with related parties, to which this Direction applies, are laid out in this rule.	The Board has established a Related Party Transactions Review Committee to review related party transactions like the ones laid out in this rule. The company has introduced the RPT charter to formalize this review process.
9 (4)	The Board shall ensure that the company does not engage in transactions with a related party in a manner that would grant such party "more favourable treatment" (as defined in this rule) than that is accorded to other similar constituents of the company.	The company functionally reviews related party loans and advances, borrowings & deposits in order to ensure that such transactions do not involve "more favorable treatment" as stated in the direction. In order to further ensure that the company does not engage in such transactions in a manner that would grant such related parties "more favorable treatment" than that accorded to others carrying on the same business with the company, the RPT charter has been introduced.
Disclosures		
10 (1)	The Board shall ensure that: (a) annual audited financial statements & periodical financial statements are prepared & published as per the formats prescribed by the regulatory & supervisory authorities & applicable accounting standards, & that (b) such statements are published in the newspapers in an abridged form, in Sinhala, Tamil & English.	The financial statements (final & periodical) are in conformity with all rules & regulatory requirements & the financial statements have been published in the newspapers in all three languages.
10 (2)	**The Board is to ensure that the following disclosures are made in the Annual Report**	
10 (2)(a)	A statement to the effect that the annual audited financial statements have been prepared in line with applicable accounting standards & regulatory requirements, inclusive of specific disclosures.	Compliance with applicable accounting standards and regulatory requirements has been reported in the "Statement of Directors' Responsibility" section in the Annual Report.
10 (2)(b)	A report by the Board on the finance company's internal control mechanism that confirms that the financial reporting system has been designed to provide a reasonable assurance regarding the reliability of financial reporting, & that the preparation of financial statements for external purposes has been done in accordance with relevant accounting principles & regulatory requirements.	The report by the Board on the company's internal control mechanism and other requirements as per this rule has been disclosed in the annual report under "Directors' Statement on Internal Controls".
10 (2)(c)	The external auditor's certification on the effectiveness of the internal control mechanism referred to in 10(2)(b) above, in respect of any statements prepared or published from the date of this Direction.	The company has disclosed that the external auditors have considered the internal controls relevant to the company's preparation of its financial statements that give a true and fair view in order to design appropriate audit procedures.
10 (2)(d)	Details of directors, including names, transactions with the company	Details of the directors are disclosed in the annual report. The Directors' transactions with the company and their remuneration have been disclosed in Note No: 46 in the Notes to the Financial Statements.
10 (2)(e)	Fees/remuneration paid by the company to the directors in aggregate.	This has been disclosed in Note No: 46 in the Notes to the Financial Statements in the annual report.
10 (2)(f)	Total net accommodation outstanding in respect of each category of related parties & the net accommodation outstanding in respect of each category of related parties as a percentage of the finance company's capital funds.	As per Note No: 46 in the Notes to the Financial Statements in the annual report, 3 loans have been granted to 3 related parties, Softlogic Retail (Pvt) Ltd, Softlogic Brands (Pvt) Ltd and Softlogic BPO Services (Pvt) Ltd and the total loan outstanding amount as at 31st March 2020 stands at Rs. 372.75 Mn. In effect, this translates to 19% of the company's capital funds.
10 (2)(g)	Aggregate values of remuneration paid by the company to its KMPs & the aggregate values of the transactions of the company with its KMPs during the financial year	The aggregate values of remuneration for the company's KMPs & the transactions with the company's KMPs have been disclosed in the financial statements in Note No:46 in the Notes to the Financial Statements.
10 (2)(h)	A report setting out details of the compliance with prudential requirements, regulations, laws & internal controls & measures taken to rectify any non-compliance.	The corporate governance report set out in the annual report contains details of compliance with applicable laws, regulations, the code of best practices on corporate governance issued by the ICASL & SEC & internal controls.

Paragraph Reference	Guiding Principle	Disclosure Details
10 (2)(i)	A statement of the regulatory & supervisory concerns on lapses in the company's risk management, or non-compliance with the Finance Business Act & rules & directions that have been directed by the Monetary Board to be disclosed to the public.	There were no regulatory/ supervisory concerns on lapses in the company's risk management or non–compliance with applicable laws & regulations that have been directed by the Central Bank as requiring disclosure to the public.
10 (2)(j)	External auditor's certification of the compliance with the Corporate Governance Directions in the annual corporate governance reports published from the date of this Direction.	The Board has obtained Factual Findings Report of the External Auditors.

Level of compliance with the Code of Best Practice on Corporate Governance issued by the Institute of Chartered Accountants of Sri Lanka

Ref No:	Guiding Principle	Degree of Compliance
Section 1:- The Company		
A) Directors		
A.1. The Board:- Every public company should be headed by an effective Board, which should direct, lead and control the company		
A.1.1.	The Board should meet regularly, at least once every quarter in a financial year	During the year, the Board met 11 times, generally on a monthly basis.
A.1.2.	The Board's role and responsibilities	
	Ensuring the formulation and implementation of a sound business strategy	The Board sets the strategy of the company and drives and constantly monitors the company's 3 year strategic action plan. The various Board committees also play an important role in monitoring the execution of company strategy.
	Appointing the chair and the senior independent director if relevant	In line with the applicable CBSL directions, the company has appointed the Chairman and also a senior independent director.
	Ensuring that the CEO and the management team possess the skills, experience and knowledge to implement the said strategy	The CEO and the senior management team possess the requisite skills and expertise in the industry and in business to drive the strategy in place.
	Ensuring the adoption of an effective CEO and KMP succession strategy	The Board has implemented a structured approach towards succession planning of the senior management team & has developed a succession plan.
	Approving budgets and major capital expenditure	As part of its 3 year planning cycle, the company prepares its budgets, inclusive of budgets related to capital expenditure and forwards them duly for Board approval.
	Determining the matters expressly reserved to the Board and those delegated to the management including limits of authority and financial delegation.	Matters expressly reserved to the Board has been stated in the company's Articles of Association and the Board has set and approved the relevant matters to be delegated to the internal management, inclusive of limits of authority and financial delegation.
	Ensuring effective systems to secure integrity of information, internal controls, business continuity & risk management	The Board has in place a set of internal control and risk management policies and techniques to ensure business continuity and integrity. The internal audit, risk management and compliance departments additionally ensure that the requisite CBSL requirements in this regard are also implemented. The Audit Committee and the IRMC constantly monitors the effectiveness of the controls in place.
	Ensuring compliance with laws, regulations & ethical standards	The company's compliance department ensures that the requisite laws, regulations and industry best practices are followed.

Ref No:	Guiding Principle	Degree of Compliance
	Ensuring all stakeholder interests are considered in corporate decisions	Giving due consideration to various stakeholder interests is a part of the decision making process of the company and how it engages with stakeholders is detailed in the Stakeholder Engagement section from pages 16 to 17.
	Recognising sustainable business development in Corporate Strategy, decisions and activities and consider the need for adopting "integrated reporting".	In its decision making process, the Board routinely considers the economic, social and environmental impacts that the business has. The "Creating Sustainable Value" section from pages 42 to 43 discusses this in detail. Further the company has adopted the "integrated reporting" methodology in its reporting.
	Ensuring that the company's values and standards are set, with emphasis on adopting appropriate accounting policies & fostering compliance with financial regulations	The company's Code of Business Ethics mandates the strict compliance to all laws and regulations. The company's accounting policies are reviewed annually and are in line with the applicable standards. The Independent Auditor's Report in page 90 subscribes to this fact.
	Establishing a process of monitoring and evaluation of progress on strategy implementation, budgets, plans and related risks	The company has established an extensive process of monitoring and evaluating the progress on strategy implementation, budgets, plan and related risks and the Board is apprised of this at every Board meeting.
	Ensuring that a process is established for corporate reporting on annual and quarterly basis or more regularly as relevant to the Company.	The company has a well-established process with appropriate checks and balances for its corporate reporting on an annual and quarterly basis.
	Fulfilling such other Board functions as are vital, given the scale, nature & complexity of the business concerned	The Board has expertise in diverse areas of business to more than adequately address any issue that could arise, given the nature of the industry that the company is in.
A.1.3.	The Board collectively and Directors individually must act in accordance with the applicable laws & a procedure agreed by the Board of Directors should be in place, to obtain independent professional advice, at the company's expense.	The Board has collectively and individually acted in accordance with all applicable laws and regulations and a procedure exists for the Directors to obtain independent advice.
A.1.4.	All Directors should have access to the advice and services of the Company Secretary. Any question of the removal of the Company Secretary should be a matter for the Board as a whole.	All Directors have direct access to the Company Secretary and both the appointment and removal of the Company Secretary is decided by the Board.
A.1.5.	All Directors should bring independent judgement to bear on issues of strategy, performance, resources & standards of business conduct.	All Directors bring forth independent judgement when assessing matters before it and always act in the best interest of the company.
A.1.6.	Every Director should dedicate adequate time and effort to matters of the Board and the company, to ensure that the duties and responsibilities owed to the company are satisfactorily discharged.	All Directors, whether Executive or Non-Executive dedicate adequate time and effort to ensure that their obligations pertaining to the functioning of the company are satisfactorily executed. The company ensures that the Directors receive the Board papers well in advance for effective review.
A.1.7.	One third of directors can call for a resolution to be presented to the Board where they feel it is in the best interests of the company to do so.	The directors have always been able to present their independent judgement and act in the best interests of the company.
A.1.8.	Every Director should receive appropriate training when first appointed to the Board of a company, and subsequently as necessary. The Board should regularly review and agree on the training and development needs of the Directors.	Continuous self-development is decided upon by the Directors and executed. The Board is kept constantly updated on all industry and regulatory changes and their effects on company operations.
A.2.	**Chairman and the CEO:- There are two key tasks at the top of every public company – Conducting of the business of the Board, and facilitating executive responsibility for management of the company's business. There should be a clear division of responsibilities at the head of the company, which will ensure a balance of power and authority, such that no one individual has unfettered powers of decision.**	
A.2.1.	A decision to combine the posts of Chairman and CEO in one person should be justified and highlighted in the Annual Report.	The posts of the Chairman and CEO are held by separate persons.

Ref No:	Guiding Principle	Degree of Compliance
A.3. Chairman's Role: - The Chairman's role in preserving good Corporate Governance is crucial. As the person responsible for running the Board, the Chairman should preserve order and facilitate the effective discharge of the Board functions.		
A.3.1.	The Chairman should conduct Board proceedings in a proper manner with the effective participation of all members of the Board	The Chairman ensures that there is effective participation by all members of the Board and encourages and gives the opportunity for all members to be heard. A conducive atmosphere for healthy debate is created.
A.4. Financial Acumen		
	The Board should ensure the availability within it, of those with sufficient financial acumen and knowledge to offer guidance on matters of finance.	The Board has amongst its membership, adequate professionals with the necessary financial acumen to provide guidance on matters of finance to the Board.
A.5. Board Balance: - The Board is to have a balance of Executive and Non-Executive Directors such that no individual or small group of individuals can dominate the Board's decision-making.		
A.5.1.	The Board should include Non-Executive Directors of sufficient calibre and number for their views to carry significant weight in the Board's decisions. The Board should include at least three Non-Executive Directors or such number of Non-Executive Directors equivalent to one third of total number of Directors, whichever is higher.	The Board contains 5 Non-Executive Directors who are highly experienced professionals in their respective fields. Out of the six directors in the Board as at 31st March 2020, five were Non-Executive Directors.
A.5.2.	Where the constitution of the Board of Directors includes only three Non-Executive Directors, all three such Non-Executive Directors should be 'independent'. In all other instances three or two third of Non-Executive Directors appointed to the Board of Directors whichever is higher should be 'independent'.	As at 31st March 2020, the Board contained five Non-Executive Directors. Out of these five, three of them were Independent Non-Executive Directors.
A.5.3.	For a Director to be deemed independent such Director should be independent of management and free of any business or other relationship that could materially interfere with or could reasonably be perceived to materially interfere with the exercise of their unfettered and independent judgment.	The Independent Non-Executive Directors of the company fulfil this criteria and are in a position to exercise unfettered and independent judgement.
A.5.4.	Each Non-Executive Director should submit a signed and dated declaration annually of his independence or non-independence	The requisite declarations have been submitted
A.5.5.	The Board should make a determination annually as to the independence or non-independence of each Non-Executive Director based on such a declaration made and other information available to the Board and should set out in the Annual Report the names of Directors determined to be 'independent'.	The requisite determination has been made by the Board based on the declarations submitted and as per the applicable regulatory criteria. The names of the Independent Non-Executive Directors are set out in page 85 of the Annual Report.
A.5.6.	Appointment of an alternate director by a non-executive independent director.	No alternative Directors were appointed during the year under review.
A.5.7.	In the event the Chairman and CEO is the same person, the Board should appoint one of the independent Non-Executive Directors to be the 'Senior Independent Director' (SID) and disclose this appointment in the Annual Report.	The Chairman and the CEO are separate persons. The company does have a separate Senior Independent Director appointed as per the Finance Companies (Corporate Governance) Directions.
A.5.8.	The Senior Independent Director should make himself available for confidential discussions with other Directors who may have concerns which they believe have not been properly considered by the Board as a whole and which pertain to significant issues that are detrimental to the Company.	The Senior Independent Director is available for confidential discussions as necessary.
A.5.9.	The Chairman should hold meetings with the Non-Executive Directors only, without the Executive Directors being present, as necessary and at least once each year.	The Chairman consults the Non-Executive Directors to obtain their assessments on matters of importance as and when the need arises.

Ref No:	Guiding Principle	Degree of Compliance
A.5.10.	Where Directors have concerns about the matters of the company which cannot be unanimously resolved, they should ensure their concerns are recorded in the Board minutes.	The Directors always exercise independent, unfettered judgement when expressing their views during meetings and their concerns when matters cannot be unanimously resolved, are recorded in the Board minutes.
A.6. Supply of Information: - The Board should be provided with timely information in a form and of a quality appropriate to enable it to discharge its duties.		
A.6.1.	Management has an obligation to provide the Board with appropriate and timely information. The Chairman should ensure all Directors are properly briefed on issues arising at Board meetings.	The management ensures that the Board is provided with Board papers well in advance of the meetings and the Chairman ensures that all Directors are adequately briefed in all arising issues.
A.6.2.	The minutes, agenda and papers required for a Board meeting should ordinarily be provided to Directors at least seven (7) days before the meeting.	All necessary material for a Board meeting is normally provided to the Board, at least seven days before the meeting.
A.7. Appointments to the Board:- There should be a formal and transparent procedure for the appointment of new Directors to the Board.		
A.7.1.	A Nomination Committee should be established to make recommendations to the Board on all new Board appointments.	Even though the company does not have a separate Nomination Committee, the Nomination Committee of its holding company makes adequate recommendations when necessary, with regard to Board appointments.
A.7.2.	The Nomination Committee should annually assess board composition to ascertain whether the knowledge & experience of the Board matches the strategic demands facing the company.	The Board does an annual self-assessment of its performance and knowledge and decides upon whether it is strategically geared to face future challenges.
A.7.3.	Upon the appointment of a new Director to the Board, the company should disclose such appointment and the relevant details of the Director to shareholders.	All new appointments are immediately disclosed to the shareholders through the disclosures to the Colombo Stock Exchange.
A.8. Re-election:- All Directors should be required to submit themselves for re-election at regular intervals and at least once in every three years.		
A.8.1.	Non-Executive Directors should be appointed for specified terms subject to re-election and their reappointment should not be automatic.	The Board makes appointments of Non-Executive Directors in line with the Finance Companies (Corporate Governance) Directions and all Directors are subject to re-election as per the Articles of Association.
A.8.2.	All Directors including the Chairman of the Board should be subject to election by shareholders at the first opportunity after their appointment, and to re-election thereafter at intervals of no more than three years.	The Articles of Association which specifies the timing and procedure for election and re-election of all Directors is in line with this principle.
A.8.3.	Resignation - In the event of a resignation of a director prior to the completion of his appointed term, the director should provide a written communication to the board of his reasons for resignation.	If and when such a resignation arises, the relevant director takes steps to adequately apprise the board with the relevant information as to his resignation.
A.9. Appraisal of Board Performance: - Boards should periodically appraise their own performance in order to ensure that Board responsibilities are satisfactorily discharged.		
A.9.1.	The Board should annually appraise itself on its performance	The Board has in place a system of self-assessment and appraisal.
A.9.2.	The Board should also undertake an annual self-evaluation of its own performance and that of its committees.	The Board undertakes annual self-evaluations of its own performance and that of its committees.
A.9.3.	The Board should have a process to review the participation, contribution and engagement of each director at the time of re-election.	The Board has appropriate processes in place to appraise the participation, contribution and engagement of directors.
A.9.4.	The Board should state how such performance evaluations have been conducted, in the Annual Report.	The Board has a system of performance evaluation that has been developed as per the Finance Companies (Corporate Governance) Directions.

Ref No:	Guiding Principle	Degree of Compliance
A.10. Disclosure of Information in respect of Directors: - Shareholders should be kept advised of relevant details in respect of Directors.		
A.10.1.	Details with regard to each Director to be disclosed in the Annual Report.	The Directors' profiles are stated in page 14
A.11. Appraisal of the CEO:- The Board should be required, at least annually, to assess the performance of the CEO.		
A.11.1	The Board in consultation with the CEO should set out the short, medium & long-term objectives of the company and reasonable financial and nonfinancial targets that should be met by the CEO.	The Board has set out financial and non-financial targets and short, medium and long term objectives that need to be achieved by the CEO.
A.11.2.	The performance of the CEO should be evaluated by the Board at the end of each fiscal year to ascertain whether the targets set by the Board have been achieved and if not, whether the failure to meet such targets was reasonable in the circumstances.	This is an ongoing process and performance at the end of the financial year is assessed by comparing company performance with budgeted targets.
B. Directors' Remuneration		
B.1. Remuneration Procedure:- Companies should establish a formal and transparent procedure for developing a policy on executive remuneration		
B.1.1.	To avoid potential conflicts of interest, the Board of Directors should set up a Remuneration Committee to make recommendations to the Board, within agreed terms of reference, on the company's framework of remunerating Executive Directors.	A Remuneration Committee has been set up and its report is in page 81 of the Annual Report.
B.1.2.	Remuneration Committees should consist exclusively of Non-Executive Directors & should have a Chairman, who should be appointed by the Board.	The Remuneration Committee consists entirely of Non-Executive Directors and two out of the three Non-Executive Directors are Independent. Further, the Chairman is an Independent Non-Executive Director.
B.1.3.	The Chairman and members of the Remuneration Committee should be listed in the Annual Report each year.	The members of the Remuneration Committee and its Chairman are listed in page 87 of the Annual Report.
B.1.4.	The Board as a whole, should determine the remuneration of Non-Executive Directors, including members of the Remuneration Committee, within the limits set in the Articles of Association.	The Board decides upon the remuneration of the Non-Executive Directors and the Non-Executive Directors do not play a part in the determination of their own remuneration. This process is conducted as per the Articles of Association of the company.
B.1.5.	The Remuneration Committee should consult the Chairman and/or CEO about its proposals relating to the remuneration of other Executive Directors and have access to professional advice	As per the terms of reference of the Remuneration Committee, it has access to professional advice and is free to consult the Chairman and/ or CEO as it feels fit.
B.2. The level & make-up of remuneration: - Levels of remuneration of both Executive and Non-Executive Directors should be sufficient to attract and retain the Directors needed to run the Company successfully.		
B.2.1.	The Remuneration Committee should provide the packages needed to attract, retain and motivate Executive Directors of the quality required but should avoid paying more than is necessary for this purpose.	The remuneration policy of the company is structured in a manner to attract and retain high calibre professionals as Executive Directors, in line with industry standards.
B.2.2.	Executive directors' remuneration should be designed to promote the long-term success of the company.	This has been taken into account when designing the remuneration of the Executive Directors.
B.2.3.	The Remuneration Committee should judge where to position levels of remuneration of the Company, relative to other companies.	Industry standards and trends are taken into consideration by the Remuneration Committee when deciding upon levels of remuneration and links are made between remuneration levels and performance.
B.2.4.	The Remuneration Committee should be sensitive to remuneration & employment conditions elsewhere in the company or group of which it is a part, especially when determining annual salary increases.	The Remuneration Committee takes into consideration the remuneration levels elsewhere in the group when determining remuneration levels and increments.

Ref No:	Guiding Principle	Degree of Compliance
B.2.5.	The performance-related elements of remuneration of Executive Directors should be designed and tailored to align their interests with those of the company.	The performance related elements of remuneration have been designed in a way that individual performance and increases in company performance are positively linked.
B.2.6.	Executive share options should not be offered at a discount save as permitted by the Listing Rules of the CSE.	No executive share options exist in this company.
B.2.7.	In designing schemes of performance related remuneration, Remuneration Committees should follow the provisions set out in Schedule E of this code.	The Remuneration Policy of the company encapsulates and is in line with the guidelines provided in Schedule E of the code.
B.2.8.	Remuneration Committee should consider what compensation commitments (including pension contributions) their Directors' contracts of service, if any, entail in the event of early termination.	These have been adequately considered when determining remuneration.
B.2.9.	Where the initial contract does not explicitly provide for compensation commitments, Remuneration Committee should, within legal constraints, tailor their approach in early termination cases to the relevant circumstances.	The Remuneration Policy of the company has been designed to be in line with all applicable legal requirements.
B.2.10.	Levels of remuneration for Non-Executive Directors should reflect the time commitment and responsibilities of their role, taking into consideration market practices. Remuneration for Non-Executive Directors should not normally include share options.	The time, commitment and the responsibilities that the role entails are taken into consideration when determining the remuneration of Non-Executive Directors. Remuneration for Non-Executive Directors does not include share options.
B.3. Disclosure of remuneration:- The Company's Annual Report should contain a Statement of Remuneration Policy and details of remuneration of the Board as a whole and a specimen of a remuneration committee report followed by schedule D		
B.3.1.	The Annual Report should set out the names of Directors comprising the Remuneration Committee, contain a Statement of Remuneration Policy and set out the aggregate remuneration paid to Executive and Non-Executive Directors.	The names of the Directors comprising the Remuneration Committee have been set out in page 87 The remuneration policy has been set out in page 81 The aggregate remuneration has been set out in page 152
C. Relations with shareholders		
C.1. Constructive use of the AGM & conduct of general meetings:- Boards should use the AGM to communicate with shareholders and should encourage their participation		
C.1.1.	Companies should arrange for the Notice of the AGM and related papers to be sent to shareholders as determined by statute, before the meeting.	The notice of the AGM and the Annual Report are dispatched to shareholders in compliance with the applicable regulations.
C.1.2.	Companies should propose a separate resolution at the AGM on each substantially separate issue & should in particular propose a resolution at the AGM relating to the adoption of the report and accounts.	A separate resolution is proposed for each separate resolution at the AGM and this applies to the adoption of the Annual Report of the Board of Directors and the accounts.
C.1.3.	The Company should ensure that all valid proxy appointments received for general meetings are properly recorded and counted.	The company has a mechanism in place to count all proxy votes and indicate the level of proxies lodged on each resolution, the balance for and against and withheld for each resolution.
C.1.4.	The Chairman of the Board should arrange for the Chairmen of the Audit, Remuneration, Nomination and Related Party Transactions Review Committees and the Senior Independent Director to be available to answer questions at the AGM if so requested by the Chairman.	All the chairmen of the respective committees are available to answer any questions at the AGM.
C.1.5.	Companies should circulate with every Notice of General Meeting, a summary of the procedures governing voting at General Meetings.	A summary of the procedures governing the voting at the AGM are given in the Notice of the AGM itself and circulated to all shareholders.
C.2. Communication with Shareholders:- The Board should implement effective communication with Shareholders		
C.2.1.	There should be a channel to reach all shareholders of the Company in order to disseminate timely information	The channels the company uses to reach all shareholders are the AGM, the Annual Report, Quarterly Financial Statements, Disclosures to the Colombo Stock Exchange, notices in newspapers and the company website.

Ref No:	Guiding Principle	Degree of Compliance
C.2.2.	The company should disclose the policy and methodology for communication with shareholders	The company's policy with regard to the communication with shareholders is as per applicable statutory requirements and adopted best practices. This involves the utilisation of a variety of effective and formal channels to ensure that accurate information is given in a timely manner.
C.2.3.	The company should disclose how they implement the above policy and methodology	The implementation of this policy is done as through the utilisation of a variety of channels mentioned in C.2.1.
C.2.4.	The company should disclose the contact person for such communication	The contact person for shareholder communication is the Company Secretary.
C.2.5.	There should be a process to make all Directors aware of major issues and concerns of shareholders, and this process has to be disclosed by the company	All major shareholder issues and concerns are discussed at Board Meetings. During the period under review, there were no such concerns raised that required such discussion.
C.2.6.	The company should decide the person to contact in relation to Shareholder's matters. The relevant person with statutory responsibilities to contact in relation to Shareholder's matters is the company secretary.	The contact person for shareholder communication is the Company Secretary.
C.2.7.	The process for responding to shareholder matters should be formulated by the Board & disclosed.	Appropriate responses and action, if any, are decided upon by the Board and then the company secretary communicates this to the shareholders in the most appropriate manner depending on the circumstances.
C.3. Major & material transactions: - Directors should disclose to shareholders all proposed material transactions, which if entered into, would materially alter/vary the company's net assets base.		
C.3.1.	Directors' responsibility to disclose the details of major & material transactions to shareholders for their approval, prior to entering into them.	There were no major or material transactions during the year that required shareholder approval, as prescribed by this Code.
C.3.2.	Public listed companies should in addition comply with the disclosure requirements and shareholder approval by special resolution as required by the rules and regulations of the Securities & Exchange Commission and by the Colombo Stock Exchange.	The company has complied with all such disclosure requirements.
D. Accountability and Audit		
D.1. Financial Reporting: - The Board should present a balanced and understandable assessment of the Company's financial position, performance and prospects.		
D.1.1.	The Board should present an annual report including financial statements that is true and fair, balanced and understandable and prepared in accordance with the relevant laws and regulations and any deviation being clearly explained.	The annual report presented by the Board contains financial statements that are true and fair, balanced and understandable and prepared in accordance with the relevant laws and regulations and any deviation have been clearly explained.
D.1.2.	The Board's responsibility to present a balanced and understandable assessment extends to interim and other price-sensitive public reports and reports to regulators, as well as to information required to be presented by statutory requirements.	The company has prepared and published quarterly, interim and annual financial statements as per the applicable financial standards and within the statutorily prescribed time periods. The company has complied with all applicable statutory disclosures and financial reporting.
D.1.3.	The Board should, before it approves the Company's financial statements for a financial period, obtain from its Chief Executive Officer and Chief Financial Officer a declaration that, in their opinion, the financial records of the entity have been properly maintained and that the financial statements comply with the appropriate accounting standards and give a true and fair view of the financial position and performance of the Company and that the system of risk management and internal control was operating effectively.	The Board has made the necessary consultations with the Chief Executive Officer and Chief Financial Officer with regard to the fact that the financial records of the entity have been properly maintained and that the financial statements comply with the appropriate accounting standards and give a true and fair view of the financial position and performance of the Company and that the system of risk management and internal control was operating effectively.
D.1.4.	The Directors' Report, which forms part of the Annual Report, should contain declarations by the Directors on the areas covered by the code.	Refer pages 85 to 88 for the Annual Report of the Board of Directors and page 79 for the Directors' Statement on Internal Controls.

Ref No:	Guiding Principle	Degree of Compliance
D.1.5.	The Annual Report should contain a statement setting out the responsibilities of the Board for the preparation and presentation of Financial Statements, together with a statement by the Auditors about their reporting responsibilities. Further, the Annual Report should contain a Statement on Internal Controls.	Refer the Annual Report of the Board of Directors from pages 85 to 88. The statement issued by the Auditors is in page 90. The Statement of Directors Responsibilities is in page 84. The Statement on Internal Controls is in page 79.
D.1.6.	Annual Report should contain a Management Discussion & Analysis	The Management Discussion & Analysis is from pages 28 to 52
D.1.7.	Requirement to summon an EGM in the event the net assets of the company fall below 50% of the value of the company's shareholders' funds.	This situation did not arise in the year under review.
D.1.8.	The Board should adequately and accurately disclose the related party transactions in its Annual Report	The related party transactions are reported in pages 152 to 153
D.2. Internal Controls: - The Board should have a process of risk management and a sound system of internal control to safeguard shareholders' investments and the company's assets.		
D.2.1.	The Directors should, at least annually, conduct a review of the risks facing the company and the effectiveness of the system of internal controls.	The company has in place a system of Board approved internal control and risk management mechanisms. Continuous monitoring is done in this regard by the internal audit and risk management departments. Refer to the Audit Committee report in page 80 and the Integrated Risk Management Committee report in page 83.
D.2.2.	The directors should confirm in the annual report that they have carried out a robust assessment of the principal risks facing the company, including those that would threaten its business model, future performance, solvency or liquidity. The directors should describe those risks and explain how they are being managed or mitigated.	Refer the Annual Report of the Board of Directors from pages 85 to 88. The Statement of Directors Responsibilities is in page 84. The Statement on Internal Controls is in page 79.
D.2.3.	The company should have an Internal Audit function	The company has a separate Internal Audit department that reports directly to the Audit Committee
D.2.4.	The Board should require the Audit Committee to carry out reviews of the process & effectiveness of risk management & internal controls & to document to the Board.	The Audit Committee carries out regular reviews of the processes and internal controls in place, through the Internal Audit department and reports to the Board of its assessments.
D.2.5.	Responsibilities of Directors in maintaining a sound system of internal control & the contents of the Statement of Internal Control	Refer the Annual Report of the Board of Directors, page 86 and the Statement of Internal Control in page 79.
D.3. Audit Committee: - The Board should establish formal and transparent arrangements for considering how they should select and apply accounting policies, financial reporting and internal control principles and maintaining an appropriate relationship with the company's Auditors.		
D.3.1.	The board should establish an audit committee exclusively of non-executive directors with a minimum of three non-executive directors of whom at least two should be independent. If there are more non-executive directors, the majority should be independent. The Committee should be chaired by an independent non-executive director. The board should satisfy itself that at least one member of the audit committee has recent and relevant experience in financial reporting and control.	The Audit Committee contains only Non-Executive Directors and there are three of them. 2 out of the 3 members are Independent Non-Executive Members and the committee chairman is also an Independent Non-Executive Director.
D.3.2.	The Audit Committee should have a written Terms of Reference, dealing clearly with its authority and duties. The duties of the Audit Committee should include keeping under review the scope and results of the audit and its effectiveness, and the independence and objectivity of the Auditors, amongst other matters.	These duties are encapsulated in the written terms of reference of the Audit Committee.
D.3.3.	A separate section of the annual report should describe the work of the committee in discharging its responsibilities.	Refer the Audit Committee report in page 80

Ref No:	Guiding Principle	Degree of Compliance
D.4. Related Party Transactions Review Committee: - The Board should establish a procedure to ensure that the Company does not engage in transactions with "related parties" in a manner that would grant such parties "more favourable treatment" than that accorded to third parties in the normal course of business.		
D.4.1.	A related party and related party transactions will be as defined in LKAS 24.	The company has adopted these definitions as per LKAS 24 with regard to related parties and related party transactions.
D.4.2.	The Board should establish a Related Party Transactions (RPT) Review Committee consisting exclusively of Non-Executive Directors with a minimum of three Non- Executive Directors of whom the majority should be independent. Executive Directors may attend by invitation. The Chairman should be an Independent Non-Executive Director appointed by the Board.	The company's Related Party Transactions (RPT) Review Committee consists of two Independent Non-Executive Directors and a Non-Executive Director. The Chairman of the committee is an Independent Non-Executive Director.
D.4.3.	RPT Review Committee should have written terms of reference dealing clearly with its authority and duties which should be approved by the Board of Directors.	The company has a formal RPT Policy and a separate Board approved Terms of Reference in place.
D.5. Code of Business Conduct & Ethics: - Companies must adopt a Code of Business Conduct and Ethics for Directors & KMPs and must promptly disclose any waivers of the Code for Directors or others.		
D.5.1.	Requirement to make disclosures on the availability of a Code of Business Conduct & Ethics.	The company has in place a Code of Business Conduct and Ethics.
D.5.2.	The Company should have a process in placed to ensure that material and price sensitive information is promptly identified and reported in accordance with the relevant regulations.	The company ensures that material and price sensitive information is promptly identified and reported in accordance with the relevant regulations.
D.5.3.	The Company should establish a policy, process for monitoring, and disclosure of shares purchased by any director, Key Management Personnel or any other employee involved in financial reporting.	The company ensures that it monitors and discloses as per any applicable statute or regulation, any purchase of shares by any Director or any Key Management Personnel.
D.5.4.	The Chairman must affirm in the Company's Annual Report that a code of conduct and ethics has been introduced companywide and the procedure for disseminating, monitoring and compliance with that code. He must also disclose that he is not aware of any violation of any of the provisions of the Code of Business Conduct & Ethics.	Refer the Annual Report of the Board of Directors from pages 85 to 88
D.6. Corporate Governance Disclosures: - Directors should be required to disclose the extent to which the Company adheres to established principles and practices of good Corporate Governance.		
D.6.1.	The Directors should include in the Company's Annual Report a Corporate Governance Report, setting out the manner and extent to which the Company has complied with the principles and provisions of this Code.	This report demonstrates the way in which the company has adopted this Code.
Section 2 :- Shareholders		
E. Institutional Investors		
E.1. Shareholder Voting: - Institutional shareholders have a responsibility to make considered use of their votes and should be encouraged to ensure their voting intentions are translated into practice.		
E.1.1.	A listed company should conduct a regular and structured dialogue with shareholders based on a mutual understanding of objectives.	The Annual General Meeting serves as the forum for the shareholders to express their views. Further, they can raise any issues to the Board through the Company Secretary.
E.2.	Evaluation of governance disclosures: - When evaluating the company's governance arrangements, particularly those relating to Board structure and composition, institutional investors should be encouraged to give due weight to all relevant factors drawn to their attention.	The Annual Report contains all the necessary governance disclosures applicable to this company. Institutional investors are at liberty to give due weight to the relevant resolutions when exercising their voting rights.

Ref No:	Guiding Principle	Degree of Compliance
F. Other Investors		
F.1.	Investing/divesting decision: - Individual shareholders, investing directly in shares of the company should be encouraged to carry out adequate analysis or seek independent advice in investing or divesting decisions.	Individual investors are at liberty to carry out adequate analysis or seek independent advice with regard to their investing/ divesting decisions.
F.2.	Shareholder voting:- Individual shareholders should be encouraged to participate in General Meetings of the company and exercise their voting rights.	Individual shareholders are encouraged to participate in General Meetings and exercise their voting rights. The relevant notice of meeting is dispatched to all shareholders as per the statutory requirements.
G. Internet Of Things And Cyber Security		
G.1.	The Board should have a process to identify how in the organization's business model that IT devices within and outside the organization can connect to the organization's network to send and receive information and the consequent cyber security risks that may affect the business.	Based on the business requirements of the company and the scope of application and extent of usage of its IT resources, the company will look into introducing an appropriate policy.
G.2.	The Board should appoint a Chief Information Security Officer (CISO) with sufficient expertise, authority and budgetary allocation to introduce and implement a cyber-security risk management policy which should be approved by the Board.	The company's current Head of IT oversees and handles the management of cyber-security risk. Based on the business requirements of the company and the scope of application and extent of usage of its IT resources, the company will look into introducing an appropriate policy.
G.3.	The Board should allocate regular and adequate time on the board meeting agenda for discussions about cyber risk management.	Based on the cyber security risk management related requirements of the company's operations, the Board will allocate appropriate time for such discussions.
G.4.	The Board should ensure the effectiveness of the cyber security risk management through independent periodic review and assurance.	As per the business requirements of the company & the scope of application of its IT resources, the Board will consider the usage of independent periodic reviews & assurance with regard to its cyber security risk management.
G.5.	The Board should disclose in the annual report, the process to identify and manage cyber security risks.	Refer the Risk Management Section in pages 44 to 52
H. Environment, Society And Governance (ESG)		
H.1.	**ESG Reporting:- The Company's annual report should contain sufficient information to enable investors and other stakeholders to assess how ESG risks and opportunities are recognized, managed, measured and reported.**	
H.1.1.	Company should provide information in relation to relevance of environmental, social and governance factors to their business models and strategy, how ESG issues may affect their business and how risks and opportunities pertaining to ESG are recognized, managed, measured and reported.	In the "Our Approach to Value Creation", "Management Discussion & Analysis" and "Accountability & Transparency" sections in its annual report, the referred material is adequately covered.
H.1.2. Environmental Factors		
H.1.2.1.	Environmental governance of an organization should adopt an integrated approach that takes into consideration the direct and indirect economic, social, health and environmental implications of their decisions and activities	Refer the Creating Sustainable Value section from pages 42 to 43
H.1.3. Social Factors		
H.1.3.1.	Social governance of an organization should include its relationship with the community, customers, employees, suppliers, outsourced providers and any other party that can influence or be influenced by the organization's business model.	Refer the Creating Sustainable Value section from pages 42 to 43

Ref No:	Guiding Principle	Degree of Compliance
H.1.4. Governance		
H.1.4.1.	Companies should establish a governance structure to support its ability to create value and manage risks in the short, medium and long term, recognizing managing and reporting on all pertinent aspects of ESG.	Refer the Corporate Governance Philosophy section from pages 54 to 55
H.1.5. Board's Role on ESG Factors		
H.1.5.1	ESG reporting is a Board's responsibility and it is designed to add value by providing a credible account of the Company's economic, social and environmental impact.	The Board has taken appropriate cognizance of these requirements and the relevant reporting has been made in the "Our Approach to Value Creation", "Management Discussion & Analysis" and "Accountability & Transparency" sections in the annual report.

Directors' Statement on Internal Controls

Responsibility

According to the Section 10(2) (b) of the Finance Companies (Corporate Governance) Direction No. 3 of 2008, the Board of Directors presents this statement on Internal Control over financial reporting.

The Board of Directors (the "Board") is responsible for the adequacy and effectiveness of Softlogic Finance PLC's (the "Company") system of internal controls over Financial Reporting. However, such a system is designed to manage the Company's key areas of risk within an acceptable risk profile, rather than eliminate the risk of failure to achieve the policies and business objectives of the Company. Accordingly, the system of internal controls can only provide reasonable but not absolute assurance against material misstatement of management and financial information and records or against financial losses or fraud.

The Board has established an ongoing process for identifying, evaluating and managing the significant risks faced by the Company and this process includes enhancing the system of internal controls as and when there are changes to business environment or regulatory guidelines. The process is regularly reviewed by the Board and sub committees appointed by the Board.

The Board is of the view that the system of internal controls in place is sound and adequate to provide reasonable assurance regarding the reliability of financial reporting, and that the preparation of Financial Statements for external purposes and is in accordance with relevant accounting principles and regulatory requirements.

The management assists the Board in the implementation of the Board's policies and procedures on risk and control by identifying and assessing the risks faced, and in the design, operation and monitoring of suitable internal controls to mitigate and control these risks.

Summary of the Process Adopted in Reviewing the Design and Operating Effectiveness of the Internal Control System

The Board has adopted key processes in reviewing the design and operating effectiveness of the system of internal controls with regard to financial reporting including the following:

- Various appointed Committees are established by the Board to assist the Board in ensuring the effectiveness of Company's daily operations and that the Company's operations are in accordance with the corporate objectives, strategies and the annual budget as well as the policies and business directions that have been approved.
- The Internal Audit Unit of the Company checks for compliance with policies and procedures and the effectiveness of the internal control systems on an ongoing basis using samples and rotational procedures and highlight significant findings in respect of any non-compliance. Audits are carried out on branches and other centres, the frequency of which is determined by the level of risk assessed, to provide an independent and objective report. The annual audit plan is reviewed and approved by the Audit Committee. Findings of the internal audits are submitted to the Audit Committee for review at their periodic meetings.
- The Audit Committee of the Company review internal control issues identified by the Internal Audit Unit, regulatory authorities and management, and evaluate the adequacy and effectiveness of the internal control system over financial reporting. They also review the internal audit functions with particular emphasis on the scope of audits and quality of internal audits. Further details of the activities undertaken by the Audit Committee of the Company are set out in the Audit Committee Report on page 80.
- In assessing the internal control system, identified officers of the Company collated all procedures and controls that are connected with significant accounts and disclosures of the Financial Statements of the Company. These in turn were observed and checked by the Internal Audit Unit for suitability of design and effectiveness on an ongoing basis.
- Comments made by the External Auditors in connection with further improvements to the internal control system had been adequately addressed in a written response from the Management. The improvements pointed out by the External Auditors will be implemented during the ensuing year.
- The processes and procedures adopted by the Company are being further strengthened based on feedback received from External Auditors, Internal Audit Department, Regulators and the Board Audit Committee. The Company will continue to further develop the processes such as financial statement closure process including disclosures with regard to financial risk management, related party identification and disclosure, impairment assessment process, management information system and the overall IT control environment including controls over changes and access to systems and data.
- Since the adoption of Sri Lanka Accounting Standards comprising SLFRSs and LKASs, continuous monitoring is in progress and steps are being taken for improvements where required.

Confirmation

Based on the above processes, the Board confirms that the financial reporting system of the Company has been designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of Financial Statements for external purposes has been done in accordance with Sri Lanka Accounting Standards and regulatory requirements of the Central Bank of Sri Lanka.

External Auditors' Certification

The external auditors have given their certification on the effectiveness of internal controls of the company.

By order of the Board,

(Sgd.)
A Russell-Davison
Chairman

(Sgd.)
M H P Wijesekera
CEO / Director
06th August 2020

Report of the Audit Committee

Composition

The Board Audit Committee comprised of the following Non-Executive Directors of the Company during the financial year.

- Mr. A C M Fernando (Chairman from November 2019) - Independent Non-Executive Director (Appointed on 15th November 2019)
- Mr. C J E Corea (Chairman) - Independent Non-Executive Director (Vacated his committee membership w.e.f. 23rd November 2019)
- Mr. D T C Soza - Independent Non-Executive Director (Vacated his committee membership w.e.f. 23rd March 2020)
- Mr. W N R Bastian - Independent Non-Executive Director (Vacated his committee membership w.e.f. 30th April 2020)

Subsequent to the financial year, the Board Audit Committee was reconstituted with Mr. A C M Fernando (Chairman), Mr. D P Renganathan - Independent Non-Executive Director (Appointed on 10th June 2020) and Mr. A Russell-Davison - Non-Executive Director (Appointed on 10th June 2020).

Role of the Board Audit Committee

The Board Audit Committee assists the Board of Directors in fulfilling effectively its responsibilities relating to financial and other related affairs of the Company. The committee is empowered to oversee:

- Preparation, presentation and adequacy of disclosures in the financial statements, in accordance with the Sri Lanka Accounting Standards.
- Company's compliance with financial reporting requirements, information requirements of the Companies Act and other relevant financial reporting related regulations and requirements.
- Processes to ensure that the Company's internal controls and risk management procedures are adequate to meet the requirements of the Sri Lanka Accounting Standards and regulatory requirements.
- Assessing the Company's ability to continue as a going concern in the foreseeable future.
- Independence and performance of the Company's external auditors.
- The rationale and basis for the significant estimates and judgments underlying the financial statements.

The Board Audit Committee uses the Audit Committee Charter as a guide in taking appropriate measures in order to safeguard the interests of all stakeholders of the Company.

Financial Reporting

Acting with other Board members, the committee reviewed the Company's Interim and Annual Financial Statements and other financial information prior to publication.

The Committee reviewed the operations with respect to risk assessment and monitored the effectiveness of risk management to provide reasonable assurance to the Board that the assets of the Company are safeguarded and that the financial position is maintained according to information made available.

The committee established a mechanism for the confidential receipt, retention and treatment of complaints (if any) alleging fraud or malpractice which may be received from internal/external sources pertaining to accounting, internal controls or other such matters.

External Audits

The Committee assists the Board of Directors in engaging External Auditors for Audit and Non-Audit services in compliance with the statutes.

The Committee discusses the audit plan, key audit issues and their resolutions, management response and proposed remuneration pertaining to the External Auditors. The reappointment of the external auditor Messrs Ernst & Young for the next financial year is recommended subject to the approval of the Shareholders at the AGM.

Internal Audits

During the year the audit committee reviewed the performance of the internal audit function, the findings of internal audits completed, corrective action taken by the management and their evaluation of the Company's internal control system. The committee also reviewed and approved the adequacy and coverage of the risk based internal audit programme. It also assessed the resource requirement and independence of the department.

Meetings

The Board Audit Committee met ten times (excluding two Board Audit Committee meetings held during the year with external auditors without the presence of any executive director) during the year 2019/20. The attendance of the members at Audit Committee meetings was as follows:

Member	Status	No. of Meetings
Mr. C J E Corea (Chairman up to 23 November 2019)	Independent Non-Executive Director	7/7
Mr. A C M Fernando (Chairman from November 2019 onwards)	Independent Non-Executive Director	3/3
Mr. D T C Soza	Independent Non-Executive Director	4/10
Mr. W N R Bastian	Independent Non-Executive Director	10/10

On the invitation of the Committee, the Chief Executive Officer, the Chief Financial Officer, the Chief Internal Auditor, other officers and the external auditors may attend the meetings. Softlogic Corporate Services (Pvt) Ltd acted as Secretaries to the Audit Committee. The proceedings of the audit committee meetings are recorded in adequate detail and reported to the Board.

(Sgd.)

A C M Fernando
Chairman
Board Audit Committee
06th August 2020

Report of the Remuneration Committee

The Remuneration Committee is appointed by the Board of Directors of the Company.

The members of the Remuneration Committee are:

1. Mr D P Renganathan – Independent Non-Executive Director (Chairman of the Committee)
2. Mr A Russell-Davison – Non-Executive Director/ Chairman
3. Mr A C M Fernando – Independent Non-Executive Director

The Committee meets at least once a year.

Terms of Reference

a. The Committee operates within Board approved terms of reference and assists the Board of Directors in ensuring that remuneration arrangements in the Company align reward with performance.

b. The Committee is empowered by its terms of reference to review the structure, size and composition of the Company and make recommendations to the Board with regard to any changes that needs to be introduced.

c. Terms of reference of the Committee preclude its members from participating in decisions relating to his/her own appointment.

Authority of the Committee

The Committee has the authority to discuss issues under its purview and report back to the Board with recommendations, enabling the Board to take a final decision on the matter. The Committee is authorised by the Board to seek appropriate professional advice inside and outside the Company as and when it considers this necessary.

Remuneration Policy

The Company's reward strategies and remuneration structure is designed to attract, motivate and retain high calibre people at all levels of the organisation, in a highly competitive environment. Accordingly, the salaries and other benefits are reviewed periodically taking into account the performance of the individual, comparisons with peer group companies, institutional guidelines and reports from specialist consultants. The skills, experience of the individual and his/her level of responsibility are also taken into account in deciding on the remuneration.

The Company's remuneration strategy is:

- Remuneration is commensurate with each employee's expertise and contribution and is aligned with the business' performance and long term shareholder returns.
- There is no discrimination against employees based on diversity or physical differences.
- Remuneration structures encourage a focus on achieving agreed deliverables and behaviours.
- Individual performance appraisals identify talent at all levels in the organisation, enabling fair and competitive remuneration.

(Sgd.)

Mr D P Renganathan
Chairman
Board Remuneration Committee
06th August 2020

Related Party Transactions Review Committee Report

Introduction

Pursuant to the requirements of the Code of Best Practices on Related Party Transactions 2013 and thereafter as per Section 9 of the Listing Rules of the Colombo Stock Exchange, this Committee was formed as a Board Committee by the Board of Directors of Softlogic Finance PLC.

Composition of the Committee

As per the requirements of Section 9.2.2 of the Listing Rules, the Board has appointed the following Directors to this Board Committee:

Name of Director	Nature of the Directorship	Status in the Committee
Mr. A C M Fernando	Independent Non-Executive Director	Chairman of the Committee
Mr. D P Renganathan	Independent Non-Executive Director	Member
Mr. H K Kaimal	Non-Executive Director	Member

Softlogic Corporate Services (Pvt) Ltd, the secretaries of the company, function as the Secretary to the Related Party Transactions Review Committee.

Terms of Reference

The terms of reference of this committee lays out its purpose, scope, authority and operating guidelines. These terms of reference comprehensively cover all the relevant aspects stated in the Listing Rules. The Board has approved the Terms of Reference of the Related Party Transactions Review Committee.

The Terms of Reference of this Committee are as follows:

- The broad purpose is to ensure that the interests of shareholders as a whole are taken into consideration by the company when entering into related party transactions. Further, this committee is mandated with providing safeguards to prevent directors or substantial shareholders from taking advantage of their positions.
- This committee should review in advance, all proposed related party transactions, with the exception of those that specifically fall within the ambit of the exceptions stated in Section 9.5 of the Listing Rules. Any review should be done prior to that transaction, or if it is conditional on such review, prior to the completion of that transaction.
- Any director who is a related party to a proposed related party transaction is not to participate in any related discussion and not vote on that matter. Such a director is to only participate, only to provide information regarding the related party transaction to the committee at the request of the committee.
- The Committee is to decide whether the related party transactions reviewed by them, require the approval of the Board or the Shareholders of the company.
- During committee meetings, the management is to update the committee on any prospective material changes to any previously reviewed related party transactions and seek committee approval for such changes before those transactions are completed.
- This committee can recommend the creation of a Special Committee to review and approve any related party transaction, if the Committee deems it necessary due to potential conflicts. If it is deemed necessary, approval for a particular related party transaction can be obtained from the Board itself and such approval is to be obtained before that transaction is entered into.
- Directors of the committee should ensure that they have or have access to enough knowledge or expertise to asses all aspects of proposed related party transactions and where necessary, they should obtain appropriate professional and expert advice from an appropriately qualified person.
- The Committee shall meet at least once a quarter.
- For ongoing related party transactions, the Committee is to formulate guidelines for the senior management to follow in continuing transactions with the related parties. In this regard, the committee is to annually review and assess the continuous dealings with related parties to decide on compliance with the set guidelines and whether these continuing related party transactions are appropriate.

Policies and Procedures

The company identifies all persons and entities who are to be recognized as "related parties", as per the respective definitions set out in Section 9 of the Listing Rules. Self-declarations are obtained from each of the key management personnel, in order to identify parties related to them. Further, a Board approved Related Party Policy is in place in respect of the related party transactions and the applicable procedures.

Thereafter, based on these self-declarations, the Company identifies potential related party transactions, as per the guidelines set out in Section 9 of the Listing Rules and forwards them to be reviewed by this committee.

Meetings of the Committee

With regard to the year under review, this committee met on 04 occasions and complied with the meetings requirement.

Related Party Transactions during the 2018/19 Financial Year

During the year under review, there were no recurrent or non-recurrent related party transactions that surpassed the thresholds specified in Section 09 of the Listing Rules. With regard to the other related party transactions entered into by the company during the year, they are disclosed under Note 46 in the Notes to the Financial Statements section.

Declaration

The Annual Report of the Board of Directors on the Affairs of the Company contains a declaration by the Board of Directors that no related party transactions falling within the scope of the Listing Rules were entered into by the company during the year under review.

(Sgd.)

Mr. A C M Fernando
Chairman
Related Party Transactions Review Committee
06th August 2020

Report of the Integrated Risk Management Committee

On behalf of the Board of Directors, the Integrated Risk Management Committee (the IRMC), as a Board sub-committee, ensures that business risks are identified, assessed, managed and monitored across the businesses and functions of the company.

The Board has delegated its authority to the IRMC to develop and monitor the company's risk management policies and good practices.

Meetings of the IRMC are held quarterly and the Board of Directors duly updated of its activities.

Meeting on at least a quarterly basis, the IRMC's responsibilities include considering the principal risks to the company's strategy and the appropriate risk appetite for each of those risks, assessing the operational effectiveness of the mitigations in place to manage those risks and any action plans to further mitigate them, as well as reviewing the bottom-up risk reporting from the businesses themselves, to assess whether there are any heightened areas of concern.

Duties and Responsibilities of the Risk Management Committee

1. Review the Company's risk management policy and framework, which would cover all the major risks, namely Credit Risk, Market and Liquidity Risk and Operational Risk, prior to submitting them to the Board of Directors for approval.
2. Review the management's assessment of risk at least annually and set risk measurement criteria at an acceptable risk level and provide an update to the Board in this regard.
3. Formulate risk management strategies and framework in compliance with the Company's strategic business plan and board approved policies.
4. Monitor and ensure that risk management activities are in line with the Company's policy and framework as approved by the Board of Directors.
5. The Committee shall assess, monitor and control risk at the appropriate level.
6. Set appropriate risk management measures to cope with different situations
7. Review the adequacy and effectiveness of risk management measures taken by all management level committees to manage and mitigate identifiable risks.
8. Report regularly to the Board of Directors about the management, operations, risk status, changes and areas of improvement to ensure compliance with the Company's policies and strategies.
9. Oversee and monitor the management's review, at least annually of the company's policies for risk assessment and risk management (the identification, monitoring, and mitigation of risks).

The members of the committee are:

Mr. Dinesh P. Renganathan - Independent Non-Executive Director (Chairman)

Mr. Priyantha Wijesekera - Executive Director/ CEO

Mr. N K Kongahawatta – Head of Risk Management.

(Sgd.)

Dinesh P. Renganathan
Chairman
Board Integrated Risk Management Committee
06th August 2020

Statement of Directors' Responsibilities

The responsibilities of the Directors, in relation to the financial statements of the Company differ from the responsibilities of the Auditors, which are set out in the Report of the Auditors on pages 90 to 92.

The Companies Act No. 07 of 2007 stipulates that the Directors are responsible for preparing the Annual Report and the financial statements. Company law requires the Directors to prepare financial statements for each financial year, giving a true and fair view of the state of affairs of the Company at the end of the financial year, and of the statement of comprehensive income of the Company for the financial year, which comply with the requirements of the Companies Act.

The Directors consider that, in preparing the financial statements set out in pages 93 to 156 of the Annual Report, appropriate accounting policies have been selected and applied in a consistent manner and supported by reasonable and prudent judgments and estimates, and in compliance with the Sri Lanka Accounting Standards (SLFRSs / LKASs), Companies Act No. 07 of 2007, Sri Lanka Accounting and Auditing Standards Act No. 15 of 1995 and Finance Business Act No. 42 of 2011 and the Directions issued thereunder. The Directors confirm that they have justified in adopting the going concern basis in preparing the financial statements since adequate resources are available to continue operations in the foreseeable future.

The Directors are responsible for keeping proper accounting records, which disclose reasonable accuracy, at any time, the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act No. 07 of 2007.

They are also responsible for safeguarding the assets of the Company and for taking reasonable steps for the prevention and detection of fraud and other irregularities. In this regard, the Directors have instituted an effective and comprehensive system of internal control.

The Directors are required to prepare the financial statements and to provide the external auditors with every opportunity to take whatever steps and undertake whatever inspections they may consider to be appropriate to enable them to give their independent audit opinion.

The Directors are of the view that they have discharged their responsibilities as set out in this statement.

Compliance Report

The Directors confirm that, to the best of their knowledge, all taxes, duties and levies payable by the Company, all contributions, levies and taxes payable on behalf of and in respect of the employees of the Company and other known statutory dues as were due and payable by the Company as at the date of the Statement of Financial Position have been paid or, where relevant provided for, in arriving at the financial results for the year under review.

For and on behalf of the Board of

Softlogic Finance PLC

(Sgd.)

Softlogic Corporate Services (Pvt) Ltd
Secretaries
06th August 2020
Colombo

Annual Report of the Board of Directors' on the Affairs of the Company

The Board of Directors of Softlogic Finance PLC have the pleasure in presenting to the members their Annual Report together with the Audited Financial Statements of the Company for the year ended 31 March 2020.

General

Softlogic Finance PLC is a public limited liability Company which was incorporated on 24 August 1999 under the Companies Act No. 17 of 1982 as "Vanik Leasing Limited".

On 14 July 2005 the name of the Company was changed to "Capital Reach Leasing Limited". The Company was re-registered under the Companies Act No. 07 of 2007 on 29 September 2008 under Registration No. PB 641 PQ.

The Ordinary Shares of the Company were listed on the Dirisavi Board of the Colombo Stock Exchange on 22 January 2009.

The name of the Company was changed to Softlogic Finance PLC on 12 November 2010.

Softlogic Finance PLC is a licensed Finance Company in terms of the Finance Business Act No.42 of 2011 and a Registered Finance Leasing Establishment in terms of the Finance Leasing Act No. 56 of 2000.

Principal Activities of the Company and Review of Performance during the Year

The principal activities of the Company during the year were granting lease facilities, vehicle loans, personal loans, business loans, small business loans, SME loans, gold loans, factoring, acceptance of deposits and the operation of savings accounts.

A review of the business of the Company and its performance during the year with comments on the financial results, future strategies and prospects are contained in the Chairman's & CEO's Messages.

This Report, together with the Financial Statements, reflect the state of affairs of the Company.

Financial Statements

The complete financial statements of the Company prepared in accordance with Sri Lanka Accounting Standards comprising Sri Lanka Financial Reporting Standards (SLFRS) and Lanka Accounting Standards (LKAS) set by the Institute of Chartered Accountants of Sri Lanka and in compliance with the requirements of the Companies Act No. 07 of 2007 inclusive of specific disclosures, duly signed by two Directors on behalf of the Board and the Auditors are given on pages 93 to 156.

Summarized Financial Results

	2019/20 Rs.'000	2018/19 Rs. '000
Total operating income	1,300,450	1,528,335
Profit/ (loss) before income tax	(538,613)	63,115
Income tax (expense)/ reversal	204,654	140,854
Net profit/ (loss) for the year	(333,959)	203,969

Auditors' Report

The Report of the Auditors on the Financial Statements of the Company is given on pages 90 to 92.

Accounting Policies

The financial statements of the Company have been prepared in accordance with Sri Lanka Accounting Standards and the policies adopted thereof are given on pages 98 to 117. Figures pertaining to the previous periods have been re-stated where necessary to conform to the presentation for the year under review.

Directorate

The names of the Directors who held office as at the end of the accounting period are given below:

Executive Directors

Mr. M H P Wijesekera – CEO (appointed w.e.f. 01st March 2020) – (A)

Mr. N H G Wijekoon – CEO (resigned w.e.f. 01st March 2020) – (B)

Non-Executive Directors

Mr. A Russell-Davison – Chairman (appointed w.e.f. 24th October 2019) – (A) (D)

Mr. A K Pathirage – Chairman (retired w.e.f. 29th August 2019) (C)

Mr. H K Kaimal

Mr. A C M Fernando – Senior Independent Director (appointed w.e.f. 15th November 2019) (A) (D)

Mr. D P Renganathan – appointed w.e.f. 15th November 2019 (A)

Mr. C J E Corea - retired w.e.f. 23rd November 2019 (C)

Mr. D T C Soza - retired w.e.f. 23rd March 2020 (C)

Mr. W N R Bastian – resigned w.e.f. 30th April 2020 & Central Bank approved the resignation w.e.f. 04th August 2020 (B)

(A) The approval has been granted by the Central Bank of Sri Lanka for the aforesaid appointments in terms of the Finance Companies (Assessment of Fitness and Propriety of Directors and Officers Performing Executive Functions) Direction No. 03 of 2011.

(B) The approval has been granted by the Central Bank of Sri Lanka for the aforesaid resignation in terms of Section 5 of the Finance Companies (Structural Changes) Direction No. 01 of 2013.

(C) Aforesaid retirements are in terms of Section 4 (2) of the Finance Companies (Corporate Governance) Direction No. 03 of 2008.

(D) The approval has been received to change the designation, in terms of Section 3.7 of the Finance Companies (Structural Changes) Direction No. 01 of 2013.

In terms of Articles 91 and 92 of the Articles of Association of the Company, Mr. A Russell-Davison retires by rotation and being eligible, offers himself for re-election.

In terms of Article 97 of the Articles of Association of the Company, Messrs. M H P Wijesekera, A C M Fernando and D P Renganathan, retire and being eligible, offer themselves for re-election.

Interests Register

The Company maintains an Interest Register in terms of the Companies Act No. 07 of 2007 which is deemed to form part and parcel of this Annual Report and available for inspection upon request. All related party transactions which encompasses the transactions of Directors who were directly or indirectly interested in a contract or a related party transaction with the Company during the accounting period are recorded in the Interest Register in due compliance with the applicable rules and regulations of the relevant Regulatory Authorities.

Directors' Shareholding

The relevant interests of Directors in the shares of the Company as at 31 March 2020 and 01 April 2019 are as follows:

Name of Director	Shareholding as at 31 Mar 2020	Shareholding as at 01 April 2019
Mr. A Russell-Davison	Nil	Nil
Mr. M H P Wijesekera	Nil	Nil
Mr. H K Kaimal	Nil	Nil
Mr. A C M Fernando	Nil	Nil
Mr. D P Renganathan	Nil	Nil
Mr. W N R Bastian	Nil	Nil
Mr. A K Pathirage (Retired w.e.f. 29th August 2019)	346,956	228,000
Mr. N H G Wijekoon (Resigned w.e.f. 01st March 2020)	19,962	13,118
Mr. C J E Corea (Retired w.e.f. 23rd November 2019)	Nil	Nil
Mr. D T C Soza (Retired w.e.f. 23rd March 2020)	Nil	Nil

Mr. A Russell-Davison is a Director of Softlogic Capital PLC, which held 75,402,434 shares (72.94%) in Softlogic Finance PLC as at 31 March 2020. Messrs. A Russell-Davison and H K Kaimal are Directors of Softlogic Holdings PLC which held 1,186,909 shares (1.15%) in Softlogic Finance PLC as at 31 March 2020.

Remuneration of Directors

The Directors' remuneration is disclosed under transactions with key managerial personnel in Note 46.1 to the Financial Statements on page 152.

Related Party Transactions with the Company

Transactions of related parties (as defined in LKAS 24 – Related Parties Disclosure) with the Company are set out in Note 46.1.2 to the Financial Statements.

There are no related party transactions which exceed the threshold of 10% of the equity or 5% of the total assets, whichever is lower in relation to non-recurrent related party transactions or 10% of the gross revenue in relation to recurrent related party transactions.

The Company has complied with the requirements of the Listing Rules of the Colombo Stock Exchange on Related Party Transactions.

Directors' Responsibility for Financial Reporting

The Directors are responsible for the preparation of the Financial Statements of the Company to reflect a true and fair view of the state of its affairs.

Auditors

Messrs Ernst & Young, Chartered Accountants served as the Auditors during the year under review and also provided non-audit/tax compliance services. As far as the Directors are aware, the Auditors do not have any other relationship or interest in contracts with the Company.

A total amount of Rs. 3,100,000 /- is payable by the Company to the Auditors for the year under review as audit fees.

A resolution to reappoint the Auditors and to authorize the Directors to determine their remuneration will be proposed at the Annual General Meeting.

Stated Capital

The Stated Capital of the Company as at 31 March 2020 was Rs. 2,604,765,231.12 represented by 103,369,280 ordinary shares.

Major Shareholders, Distribution Schedule and Other Information

Information on the twenty (20) largest shareholders of the Company, the distribution of shareholding, percentage of shares held by the public, market values per share as per the requirements of the Listing Rules of the Colombo Stock Exchange are given on pages 160 to 162 under the Investor Information section.

Reserves

The movements of reserves during the year are given under the Statement of Changes in Equity on page 96.

Property, Plant & Equipment

The details and movements of Property, Plant and Equipment owned by the Company are given in Note 27 to the Financial Statements on pages 131 to 132.

Land Holdings

The Company owns freehold land worth Rs. 218,000,000, with the value of the total freehold land and building coming to Rs. 302,000,000. The freehold land extent is 12.62 perches and is located at No: 13 De Fonseka Place, Colombo 04. This land was valued by Mr. G W G Abeygunawardene, who is a Chartered Valuation Surveyor, on 31st March 2020.

Investments

Details of quoted and unquoted investments made by the Company as at 31 March 2020 are given in Note 26 to the Financial Statements on page 130.

Donations

The Company did not make any donation during the year under review.

Compliance

The Company has established a permanent and effective compliance function. A Compliance Officer appointed by the Board independently monitors adherence with all applicable laws, regulations and statutory requirements and reports to the Board and the Integrated Risk Management Committee. Monthly and quarterly compliance reports are submitted confirming compliance with laws and regulations as applicable to the Company.

The Compliance Officer also ensures that compliance reports are submitted to the Central Bank of Sri Lanka confirming Company's compliance with the directions, rules, determinations, notices and guidelines issued under the Finance Business Act No. 42 of 2011.

Internal Controls

The Board has taken steps to ensure the implementation of an effective and comprehensive system of internal controls covering financial, operational and compliance controls. The Internal Auditors are responsible to review and report on the efficacy of the internal control system and other regulations and the Company's accounting and operational policies, which are subject to further review by the Audit Committee as elaborated in the report of the Audit Committee on page 80.

Risk Management

An ongoing process is in place to identify and manage the risks that are associated with the business and operations of the Company. The Directors review this process through the Audit Committee and the Integrated Risk Management Committee.

The Risk Management section on pages 44 to 52 sets out the processes currently practiced by the Company to identify and manage the risks.

Contingent Liabilities

Except as disclosed in Note 43 to the Financial Statements, there were no material contingent liabilities as at the date of the Financial Position of the Company.

Statutory Payments

The Directors confirm that, to the best of their knowledge, all taxes, duties and levies payable by the Company and contributions, levies and taxes payable on behalf of and in respect of the employees of the Company and all other known statutory dues as were due and payable by the Company as at the date of the Statement of Financial Position, have been paid or, where relevant, provided for.

Rights Issue - 2019

Utilisation of funds raised via capital market:

The company has raised funds via the capital market through a rights issue on 20th December 2019. The progress of utilization of the capital raised as per the objectives stated in the right issue circular is given below:

Objective number	Objective as per Circular	Amount allocated as per Circular in Rs.	Proposed date of utilisation as per Circular	Amount allocated from proceeds in Rs. (A)	% of total proceeds	Amount utilised in Rs. (B)	% of utilisation against allocation (B/A)	Clarification if not fully utilised including if not utilized where are the funds invested
(a)	To settle the utilized overdraft facilities of the company	474,880,432	Within 2 months from the completion of the Rights Issue	474,880,432	79%	474,880,432	100%	N/A
(b)	To expand the lending activities of the company	127,614,800	Within 2 months from the completion of the Rights Issue	127,614,800	21%	127,614,800	100%	N/A
		602,495,232		602,495,232	100%	602,495,232		

Corporate Governance

The Board of Directors is responsible for the governance of the Company.

The Board, in the discharge of its responsibilities, has been guided by the Code of Best Practices on Corporate Governance issued jointly by the Securities and Exchange Commission of Sri Lanka and the Institute of Chartered Accountants of Sri Lanka, the Listing Rules of the Colombo Stock Exchange (CSE), Finance Companies (Corporate Governance) Direction No. 03 of 2008, Finance Companies (Corporate Governance – Amendment) Direction No. 04 of 2008, Finance Companies (Corporate Governance – Amendment) Direction No. 06 of 2013 and Finance Companies (Assessment of Fitness and Propriety of Directors and Officers Performing Executive Functions) Direction No. 03 of 2011.

The Board of Directors confirm that the Company is compliant with Section 7.10 of the Listing Rules of the CSE on Corporate Governance and the said Directions issued by the Monetary Board of the Central Bank of Sri Lanka save and except in respect of the matters referred to in the Annual Corporate Governance Report on pages 56 to 78.

An Audit Committee, Remuneration Committee, Related Party Transaction Review Committee, Credit Committee, IT Steering Committee and Integrated Risk Management Committee function as Board Sub Committees with Directors who possess the requisite qualifications and experience. In addition to Directors, certain key management personnel also serve on the Integrated Risk Management Committee and the IT Steering Committee. The compositions of the committees are as follows:

Audit Committee

Mr. A C M Fernando - Independent Non-Executive Director (Chairman of the Committee)

Mr. D P Renganathan - Independent Non-Executive Director (Appointed to the Committee w.e.f. 10th June 2020)

Mr. A Russell-Davison – Non-Executive Director (Appointed to the Committee w.e.f. 10th June 2020)

Remuneration Committee

Mr. D P Renganathan - Independent Non-Executive Director (Chairman of the Committee)

Mr. A Russell-Davison – Non-Executive Director

Mr. A C M Fernando - Independent Non-Executive Director (Appointed to the Committee w.e.f. 10th June 2020)

Credit Committee

Mr. D P Renganathan - Independent Non-Executive Director (Chairman of the Committee)

Mr. M H P Wijesekera - Executive Director/CEO (Appointed to the Committee w.e.f. 10th June 2020)

Mr. A Russell-Davison – Non-Executive Director (Appointed to the Committee w.e.f. 10th June 2020)

Integrated Risk Management Committee

Mr. D P Renganathan - Independent Non-Executive Director (Chairman of the Committee) (Appointed to the Committee w.e.f. 10th June 2020)

Mr. M H P Wijesekera - Executive Director/CEO (Appointed to the Committee w.e.f. 10th June 2020)

Mr. N K Kongahawatta – Head of Risk

IT Steering Committee

Mr. H K Kaimal – Non Executive Director (Chairman of the Committee)

Mr. D P Renganathan - Independent Non-Executive Director

Mr. M H P Wijesekera - Executive Director/CEO (Appointed to the Committee w.e.f. 10th June 2020)

Mr. C De Silva – Chief Manager – IT

Related Party Transaction Review Committee

Mr. A C M Fernando - Independent Non-Executive Director (Chairman of the Committee)

Mr. D P Renganathan - Independent Non-Executive Director (Appointed to the Committee w.e.f. 10th June 2020)

Mr. H K Kaimal – Non-Executive Director (Appointed to the Committee w.e.f. 10th June 2020)

Annual General Meeting

The Annual General Meeting will be held on 22nd September 2020 at the Auditorium of Central Hospital Limited, (4th Floor), No. 114, Norris Canal Road, Colombo 10 at 10.00 a.m. The Notice of the Annual General Meeting appears on page 165 of the Annual Report.

Acknowledgement of the contents of the Report

As required by Section 168(1)(k) of the Companies Act No. 07 of 2007, this report is signed on behalf of the Board of the Company by two Directors and the Secretaries of the Company.

Signed for and on behalf of the Board of Directors by

(Sgd.)
A Russell-Davison
Chairman

(Sgd.)
M H P Wijesekera
Director/CEO

(Sgd.)
Softlogic Corporate Services (Pvt) Ltd
Secretaries
06th August 2020
Colombo

Financial Statements

Simplicity Accessibility Digitalisation

Enhanced Accessibility Anywhere Anytime

Softlogic Finance

Independent Auditors' Report

EY
Building a better working world

Ernst & Young
Chartered Accountants
201 De Saram Place
P.O. Box 101
Colombo 10
Sri Lanka

Tel : +94 11 2463500
Fax Gen : +94 11 2697369
Tax : +94 11 5578180
eysl@lk.ey.com
ey.com

TO THE SHAREHOLDERS OF SOFTLOGIC FINANCE PLC

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinion

We have audited the financial statements of Softlogic Finance PLC ("the Company"), which comprise the statement of financial position as at 31 March 2020, and income statement, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Company as at 31 March 2020 and of its financial performance and its cash flows for the year then ended in accordance with Sri Lanka Accounting Standards.

Basis for opinion

We conducted our audit in accordance with Sri Lanka Auditing Standards (SLAuSs). Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Company in accordance with the Code of Ethics issued by CA Sri Lanka (Code of Ethics) and we have fulfilled our other ethical responsibilities in accordance with the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key audit matters

Key audit matters are those matters that, in our professional judgment, were of most significance in the audit of the financial statements of the current period. These matters were addressed in the context of the audit of the financial statements as a whole, and in forming the auditor's opinion thereon, and we do not provide a separate opinion on these matters. For each matter below, our description of how our audit addressed the matter is provided in that context.

We have fulfilled the responsibilities described in the Auditor's responsibilities for the audit of the financial statements section of our report, including in relation to these matters. Accordingly, our audit included the performance of procedures designed to respond to our assessment of the risks of material misstatement of the financial statements. The results of our audit procedures, including the procedures performed to address the matters below, provide the basis for our audit opinion on the accompanying financial statements.

Key Audit Matter	How our audit addressed the key audit matter
Impairment Allowance for Lease receivables, Factoring receivables and Loan receivables: Our audit considered impairment for Lease receivables, Factoring receivables and Loan receivables as a key audit matter. The materiality of the reported amounts for Lease receivables, Factoring receivables and Loan receivables (and impairment thereof), the subjectivity associated with management's impairment estimation, complex manual calculations of impairment and transition to Sri Lanka Financial Reporting Standard 9: Financial Instruments (SLFRS 9) underpinned our basis for considering it as a Key Audit Matter. As at 31 March 2020 the total of the Factoring receivables, Gold loan receivables, Loan receivables and Lease receivables amounted to LKR 18,264 Million (Note 21, 22,23 and 24), net of total allowance for impairment of LKR 1,552 Million (Note 21, 22,23 and 24). These collectively contributed 77% to the total assets.	To assess the reasonableness of the allowance for impairment, we carried out audit procedures (among others) to obtain sufficient and appropriate audit evidences, that included the following: ▪ We evaluated the design, implementation and operating effectiveness of key internal controls over estimation of impairment for Lease receivables, Factoring receivables and Loan receivables, which included assessing the level of oversight, review and approval of impairment policies by the Board Audit Committee and management. ▪ We test-checked the underlying calculations and data used in such calculations. ▪ In addition to the above, following focused procedures were performed: For those individually assessed for impairment: – we assessed the main criteria used by the management for determining whether an impairment event had occurred. – where impairment indicators existed, we assessed the reasonableness of management's estimated future recoveries including the expected future cash flows, discount rates and the valuation of collateral held. We also compared the actual recoveries against previously estimated amounts of future recoveries. For those collectively assessed for impairment: – we tested the completeness of the underlying information used in the impairment calculations by agreeing details to the source documents and information in IT systems. – we also considered reasonableness of macro-economic and other factors used by management in their judgmental overlays, by comparing them with relevant publicly available data and information sources. ▪ We assessed the adequacy of the related financial statement disclosures as set out in Note 4.1.9, 21, 22, 23 and 24.
Management's use of significant judgements relating to the impacts of the evolving COVID-19 pandemic on the Company Management has assessed the impact of the evolving COVID-19 pandemic on its business and financial statements of the Company as disclosed in Note 6. We considered such management's assessment in the wake of the evolving COVID-19 pandemic as a key audit matter, since it involved the use of significant management judgments and estimates considering future events, circumstances and impacts on cash flows, based on available information. The nature of the significant assumptions involved, are disclosed in Note 6 to the financial statements.	Our audit procedures included the following; – We gained an understanding of significant judgements used by the management related to the impact of the COVID-19 pandemic on the business of the Company. – We obtained an understanding of the procedures adopted by the management to manage and mitigate the prevailing business interruption which are disclosed in note 6. – We evaluated the sensitivity of the projected available funding by considering assumed scenarios together with reasonable changes to the key assumptions. – We inspected the facility agreements for the Company's other borrowed funds and assessed the Company's compliance with the covenants in understanding the availability of adequate funding. – We reviewed the adequacy of the disclosures made in Note 6 in the financial statements.

Other information included in the Company's 2020 Annual Report

Other information consists of the information included in the Company's 2020 Annual Report, other than the financial statements and our auditor's report thereon. Management is responsible for the other information. The Company's Annual Report is expected to be made available to us after the date of this auditor's report.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

Responsibilities of management and those charged with governance

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with Sri Lanka Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SLAuSs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SLAuSs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on Other Legal and Regulatory Requirements

As required by section 163 (2) of the Companies Act No. 07 of 2007, we have obtained all the information and explanations that were required for the audit and, as far as appears from our examination, proper accounting records have been kept by the Company.

CA Sri Lanka membership number of the engagement partner responsible for signing this independent auditor's report is 1697.

06th August 2020
Colombo

Income Statement

Year ended 31 March 2020	Notes	2020 Rs.	2019 Rs.
Interest income		3,607,233,872	3,674,449,559
Less: Interest expenses		(2,516,526,516)	(2,490,557,311)
Net interest income	7	1,090,707,356	1,183,892,249
Fee and commission income	8	128,400,023	225,679,633
Other operating income	9	81,342,265	118,762,879
Total operating income		1,300,449,645	1,528,334,761
Less: Credit loss expense on financial assets and other losses	10	(390,137,067)	(189,681,869)
Net operating income		910,312,578	1,338,652,892
Less: Operating expenses			
Personnel expenses	11	(443,014,356)	(447,571,734)
Other operating expenses	12	(952,830,545)	(826,608,094)
Operating profit before taxes on financial services		(485,532,323)	64,473,064
Less: Taxes on financial services	13	(53,080,605)	(1,358,065)
Profit before income tax		(538,612,928)	63,114,999
Less: Income tax expense	14	204,653,631	140,854,189
Profit for the year		(333,959,297)	203,969,188
Basic/Diluted earnings per share (Rs.)	15	(4.29)	3.00
Dividend per share (Rs.)	16	-	-

The accounting policies and notes as set out in pages 98 to 156 form an integral part of these financial statements.

Statement of Comprehensive Income

Year ended 31 March 2020	Notes	2020 Rs.	2019 Rs.
Profit for the year		(333,959,297)	203,969,188
Other comprehensive income/ (expenses)			
Other comprehensive income to be reclassified to profit or loss:			
Gain/(Loss) arising on remeasuring available for sale financial investments		10,582,405	(43,293,441)
Other comprehensive income that will not to be reclassified to profit or loss:			
Actuarial gain/(loss) on defined benefit plan	34.2	(8,314,858)	422,364
Deferred tax effect on actuarial gain/(loss)	33	2,328,160	(118,262)
		(5,986,698)	304,102
Surplus from revaluation of property,plant & equipment		15,500,000	17,000,000
Deferred tax effect on revaluation surplus		(4,340,000)	(4,760,000)
	37	11,160,000	12,240,000
Other comprehensive income for the year,net of tax		15,755,707	(30,749,339)
Total comprehensive income for the year,net of tax		(318,203,590)	173,219,849

The accounting policies and notes as set out in pages 98 to 156 form an integral part of these financial statements.

Statement of Financial Position

As at 31 March 2020	Notes	2020 Rs.	2019 Rs.
Assets			
Cash and bank balances	18	389,597,258	709,894,804
Placements with banks	19	861,450,581	223,544,462
Securities purchased under repurchase agreements	20	1,554,145,000	1,523,032,534
Factoring receivables	21	600,088,173	309,225,914
Gold loan receivables	22	2,940,869,436	2,009,717,061
Loan receivables	23	11,011,141,328	13,733,288,691
Lease and hire purchase receivables	24	2,160,284,390	1,965,993,672
Other assets	25	901,703,139	997,771,762
Equity Instruments at fair value through other comprehensive income	26	136,137,280	224,854,875
Property, plant & equipment	27	493,551,515	512,018,453
Intangible assets	28	182,035,815	59,186,081
Right of Use Assets	29	176,873,492	-
Deferred Tax	33	338,714,679	136,072,888
Total Assets		21,746,592,087	22,404,601,196
Liabilities			
Bank overdraft		65,076,586	818,689,936
Due to other customers	30	17,063,396,151	17,115,400,246
Other borrowed funds	31	2,113,949,778	2,524,015,987
Other payables	32	416,135,153	157,322,643
Retirement benefit obligations	34	47,045,376	32,474,984
Total Liabilities		19,705,603,044	20,647,903,796
Equity			
Stated capital	35	2,604,765,231	2,002,269,999
Statutory reserve fund	36	260,448,732	260,448,732
Revaluation reserve	37	126,649,682	115,489,682
AFS Reserve	38	(95,187,607)	(105,770,012)
Retained earnings	39	(855,686,995)	(515,741,000)
Total Equity		2,040,989,043	1,756,697,401
Total Liabilities and Equity		21,746,592,087	22,404,601,196
Net asset value per share (Rs.)		19.74	25.86
Commitments and contingencies	43	563,329,685	177,451,688

We certify that these Financial Statements are presented in compliance with the requirements of the Companies Act No. 07 of 2007.

(Sgd.)
U.S. Athukorala
Chief Manager

The Board of Directors is responsible for these Financial Statements. Signed for and on behalf of the Board by;

(Sgd.)
A. Russell - Davison
Chairman

(Sgd.)
M.H.P. Wijesekera
CEO/Director

The accounting policies and notes as set out in pages 98 to 156 form an integral part of these financial statements.

06th August 2020
Colombo

Statement of Changes in Equity

	Stated Capital	Statutory Reserve Fund	Revaluation Reserve	Available for Sale Reserve	Retained Earnings	Total
	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
Balance as at 31 March 2018	2,002,269,999	219,654,894	103,249,682	(62,476,571)	17,751,860	2,280,449,864
Error Correction on Impairment	-	-	-	-	(150,452,874)	(150,452,874)
Adjusted balance as at 31 March 2018	2,002,269,999	219,654,894	103,249,682	(62,476,571)	(132,701,014)	2,129,996,990
Impact of adopting SLFRS 9 as at 1 April 2018	-	-	-	-	(546,519,438)	(546,519,438)
Restated balance under SLFRS 9 as at 1 April 2018	2,002,269,999	219,654,894	103,249,682	(62,476,571)	(679,220,452)	1,583,477,552
Profit for the year	-	-	-	-	203,969,188	203,969,188
Other comprehensive income,net of tax	-	-	12,240,000	(43,293,441)	304,102	(30,749,339)
Transfer to Statutory Reserve Fund (Note 38)	-	40,793,838	-	-	(40,793,838)	-
Dividend paid	-	-	-	-	-	-
Balance as at 31 March 2019	2,002,269,999	260,448,732	115,489,682	(105,770,012)	(515,741,000)	1,756,697,401
Balance as at 01 April 2019	2,002,269,999	260,448,732	115,489,682	(105,770,012)	(515,741,000)	1,756,697,401
Profit for the year	-	-	-	-	(333,959,297)	(333,959,297)
Other comprehensive income,net of tax	-	-	11,160,000	10,582,405	(5,986,698)	15,755,707
Rights Issue of shares	602,495,232	-	-	-	-	602,495,232
Transfer to Statutory Reserve Fund (Note 38)	-	-	-	-	-	-
Dividend paid	-	-	-	-	-	-
Balance as at 31 March 2020	2,604,765,231	260,448,732	126,649,682	(95,187,607)	(855,686,995)	2,040,989,043

The accounting policies and notes as set out in pages 98 to 156 form an integral part of these financial statements.

Statement of Cash flows

Year ended 31 March 2020	2020 Rs.	2019 Rs.
Cash flows from operating activities		
Profit before taxation	(538,612,928)	63,114,999
Depreciation	55,223,848	65,458,955
Amortization	19,535,231	6,764,438
Profit on disposal of property, plant & equipment	(4,434,229)	(427,716)
(Profit)/Loss on sale of real estate	(1,597,736)	-
Impairment charge	390,137,067	189,681,869
Provision for defined benefit plans	12,510,739	9,567,417
Interest Expenses	2,516,526,516	2,490,557,311
	2,987,901,437	2,761,602,273
Operating profit before working capital changes	2,449,288,509	2,824,717,272
(Increase)/Decrease in lease and hire purchase receivables	(235,052,899)	(381,622,161)
(Increase)/Decrease in factoring receivables	(600,088,173)	(309,225,914)
(Increase)/Decrease in gold loan receivables	(938,946,012)	(759,472,605)
(Increase)/Decrease in loan receivables	2,527,757,384	(122,590,990)
(Increase)/Decrease in financial investments - Placements with banks & Repo investments	(669,018,585)	96,018,172
(Increase)/Decrease in Equity Instruments at fair value through other comprehensive income	88,717,595	43,293,441
(Increase)/Decrease in other assets	96,068,623	(337,228,224)
Increase/(Decrease) in due to other customers	(52,004,095)	723,452,957
Increase/(Decrease) in other payables	316,988,705	95,241,740
	534,422,542	(952,133,585)
Cash generated from operating activities	2,983,711,051	1,872,583,687
Interest expense paid	(2,516,526,516)	(2,490,557,311)
Taxes Paid	-	-
Gratuity paid	(7,837,605)	(5,434,687)
Net cash generated from operating activities	459,346,930	(623,408,312)
Cash flows from investing activities		
Purchase of property, plant and equipment and intangible assets	(166,257,636)	(39,443,739)
Proceeds from sale of property, plant and equipment	7,050,000	1,842,489
Net cash inflow/(outflow) from investing activities	(159,207,636)	(37,601,250)
Net cash outflow before financing activities	300,139,293	(661,009,561)
Cash flow from financing activities		
Dividends Paid	-	-
Rights issue of shares	602,495,232	-
Proceeds from bank loans	3,218,200,000	3,100,000,000
Repayments of bank loans	(2,628,498,007)	(2,350,000,000)
Repayment of debentures	(759,090,000)	(565,880,000)
Net proceeds from other borrowings	(299,930,714)	(134,399,447)
Net cash inflow from financing activities	133,176,511	49,720,553
Net increase/(decrease) in cash and cash equivalents	433,315,804	(611,289,008)
Cash & cash equivalents as at the beginning of the year	(108,795,132)	502,493,877
Cash and cash equivalents as at end of the year	324,520,672	(108,795,132)
Analysis of the cash and cash equivalents at the end of the year		
Cash and bank balances	389,597,258	709,894,804
Bank overdraft	(65,076,586)	(818,689,936)
	324,520,672	(108,795,132)

The accounting policies and notes as set out in pages 98 to 156 form an integral part of these financial statements.

Significant Accounting Policies

1. CORPORATE INFORMATION

1.1 GENERAL

Softlogic Finance PLC ("The Company"), is a public limited liability company incorporated and domiciled in Sri Lanka under the Companies Act No. 17 of 1982. The Company was re-registered with the Registrar General of Companies as per the requirements of the Companies Act No.7 of 2007 and it is a Licensed Finance Company under the Finance Business Act No.42 of 2011 and amendments thereto and has listed in the Colombo Stock Exchange on 22 January 2009. The registered office of the Company is located at No.13, De Fonseka Place, Colombo 4.

The staff strength of the Company as at 31 March 2020 was 475 (529 as at 31 March 2019).

1.2 PRINCIPAL ACTIVITIES AND NATURE OF OPERATIONS

The Company provides a comprehensive range of financial services encompassing accepting deposits, providing finance lease, hire purchase, vehicle loan facilities, mortgage loans, gold loan, debt factoring, revolving loans and business/ personal loans.

1.3 PARENT ENTERPRISE AND ULTIMATE PARENT ENTERPRISE

The Company's parent undertaking / ultimate parent and the controlling party is Softlogic Capital PLC (formerly known as Capital Reach Holdings Ltd). In the opinion of the Directors, the company's ultimate parent undertaking and controlling party is Softlogic Holdings PLC, which is incorporated in Sri Lanka.

2. BASIS OF PREPARATION

The principal accounting policies adopted in the preparation of these annual financial statements are noted below.

2.1 STATEMENT OF COMPLIANCE

The Financial Statements of the Company, which comprise Statement of Financial Position, Income Statement, Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows and Notes to the Financial Statements have been prepared in accordance with Sri Lanka Accounting Standards (SLFRSs & LKASs) laid down by the Institute of Chartered Accountants of Sri Lanka and in compliance with the requirements of the Companies Act No. 7 of 2007. The presentation of these Financial Statements is also in compliance with the requirements of Finance Business Act No. 42 of 2011, Listing Rules of the Colombo Stock Exchange and the CBSL guidelines.

2.2 RESPONSIBILITY FOR FINANCIAL STATEMENTS

The Board of Directors is responsible for the preparation and presentation of these Financial Statements as per Sri Lanka Accounting Standards (SLFRS/ LKAS) and the provisions of the Companies Act No.7 of 2007.

2.3 APPROVAL OF FINANCIAL STATEMENTS BY DIRECTORS

The Financial Statements of the Company as at and for the year ended 31 March 2020 were authorised for issue by the Board of Directors in accordance with the resolution of the Directors on 6th August 2020.

2.4 BASIS OF MEASUREMENT

The Financial Statements of the Company have been prepared on a historical cost basis, except for the following items in the Statement of Financial Position.

- Financial Assets at fair value through other comprehensive income at fair value (Note 26)
- Freehold land, which is measured at cost at the time of acquisition subsequently, measured at revalued amounts, which are the fair values at the date of revaluation (Note 27)
- Liabilities for defined benefit obligations are recognized at the present value of the defined benefit obligation less the fair value of the plan assets (Note 34)

2.5 FUNCTIONAL AND PRESENTATION CURRENCY

The Financial Statements of the Company are presented in Sri Lankan Rupees (Rs.), which is the currency of the primary economic environment in which Softlogic Finance PLC operates. The Financial information presented in Sri Lankan Rupees has been rounded to the nearest rupee unless indicated otherwise. There was no change in the Company's presentation and functional currency during the year under review.

2.6 PRESENTATION OF FINANCIAL STATEMENTS

The assets and liabilities of the Company presented in the Statement of Financial Position are grouped by nature and listed in an order that reflects their relative liquidity and maturity pattern. No adjustments have been made for inflationary factors affecting the Financial Statements. An analysis on recovery or settlement within 12 months after the reporting date (current) and more than 12 months after the reporting date (non-current) is presented in the Note 41.

2.7 MATERIALITY AND AGGREGATION

In compliance with Sri Lanka Accounting Standard - LKAS 01 (Presentation of Financial Statements), each material class of similar items is presented separately in the Financial Statements. Items of dissimilar nature or functions too are presented separately, unless they are immaterial.

Financial assets and financial liabilities are offset and the net amount reported in the Statement of Financial Position only when there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis, or to realise the assets and settle the liability simultaneously. Income and expenses are not offset in the income statement unless required or permitted by an Accounting Standard.

2.8 COMPARATIVE INFORMATION

The comparative information is re-classified whenever necessary to conform to the current year's presentation the details of which are given in Notes to the Financial Statements.

The comparative information has not been restated due to adoption of SLFRS 16, as explained in Note 29, Note 32.2 & 32.3.

2.9 STATEMENT OF CASH FLOW

The cash flow statement has been prepared by using the indirect method in accordance with the Sri Lanka Accounting Standard - LKAS 7 (Statement of Cash Flows), whereby operating, investing and financial activities have been separately recognised. Cash and cash equivalents comprise of short term, highly liquid investments that are readily convertible to known amounts of cash and are subject to an insignificant risk of changes in value.

Cash and cash equivalents include cash in hand, balances with banks, placements with banks (less than 3 months), net of unfavourable bank balances and securities purchased under repurchase agreement (less than three months).

2.10 EVENTS AFTER THE REPORTING DATE

Events after the reporting period are those events, favourable and unfavourable, that occur between the reporting date and the date when the Financial Statements are authorised for issue.

No circumstances have arisen since the reporting date, which would require adjustments to, or disclosure in the financial statements, other than those disclosed in Note 44 to the Financial Statements.

2.11 SIGNIFICANT ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

The preparation of Financial Statements of the Company in conformity with Sri Lanka Accounting Standards requires the management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of income, expenses, assets and liabilities and the accompanying disclosures as well as the disclosure of contingent liabilities. Uncertainty about these assumptions and estimates could result in outcomes that require a material adjustment to the carrying amount of assets or liabilities affected in future periods. In the process of applying the Company's accounting policies, management has made the following judgements and assumptions concerning the future and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities with in next financial year. Existing circumstances and assumptions about future developments may change due to circumstances beyond Company's control and are reflected in the assumptions if and when they occur.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

The most significant areas of estimation, uncertainty and critical judgements in applying accounting policies that have most significant effect on the amounts recognised in the Financial Statements of the Company are as follows.

2.11.1 Going Concern

The Company's management has made an assessment of its ability to continue as a going concern and is satisfied that it has the resources to continue in business for the foreseeable future. Furthermore, management is not aware of any material uncertainties that may cast significant doubt upon the Company's ability to continue as a going concern and does not intend either to liquidate or to cease operations. Therefore, the Financial Statements continue to be prepared on the going concern basis.

2.11.2 Impairment losses on loans and receivables

The measurement of impairment losses under SLFRS 9 across all categories of financial assets requires judgement, in particular, the estimation of the amount and timing of future cash flows and collateral values when determining impairment losses and the assessment of a significant increase in credit risk. These estimates driven by a number of factors, changes in which can result in different levels of allowances.

The Company reviews its individually significant loans and advances at each financial reporting date to assess whether an impairment loss should be recorded in the income statement. In particular, management judgement is required in the estimation of the amount and timing of future cash flows when determining the impairment loss. These estimates were based on assumptions about a number of factors and actual results may differ, resulting in future changes to the allowance.

Loans and advances that have been assessed individually and found not to be impaired and all individually insignificant loans and advances are then assessed collectively by categorising them, into groups of assets with similar risk characteristics, to determine the expected credit loss on such loans and advances.

The Company's expected credit loss (ECL) calculations are outputs of complex models with a number of underlying assumptions regarding the choice of variable inputs and their independencies. The elements of the ECL models that are considered accounting judgements and estimates include.

- The Company's criteria for assessing if there has been a significant increase in credit risk and so allowances for financial assets should be measured on a lifetime expected credit loss (LTECL) basis and the qualitative assessment
- The segmentation of financial assets when their ECL is assessed on a collective basis.
- Development of ECLs, models, including the various formulas and the choice of inputs Determination of associations between macroeconomic scenarios and, economic inputs, such as unemployment levels and collateral values, and the effect on probability of default (PDs), Exposure at default (EADs) and loss given default (LGDs).
- Selection of forward - looking macroeconomic scenarios and their probability weightings, to derive the economic inputs into the ECL models.

It is the Company's policy to regularly review its models in the context of actual loss experience and adjust whenever necessary. The above assumptions and judgements are discussed in detail under Note 4.1.9 to the Financial Statements.

2.11.3 Fair Value of Financial Instruments

The determination of fair value of financial assets and financial liabilities recorded on the Statement of Financial Position for which there is no observable market price are determined using a variety of valuation techniques that include the use of mathematical models. The valuation of financial instrument is described in Note 41 to the Financial Statements. The Company measures fair value using the fair value hierarchy that reflects the significance of input used in making measurements. The fair value hierarchy is also given in Note 41 to the Financial Statements.

2.11.4 Financial Assets and Financial Liabilities Classification

The Company's accounting policies provide scope for assets and liabilities to be classified, at inception in to different accounting categories. The classification of financial instrument is given in Note 17 "Analysis of Financial Instruments by Measurement Basis".

2.11.5 Taxation

The Company is subject to income tax and judgement is required to determine the total provision for current, deferred and other taxes due to the uncertainties that exist with respect to the interpretation of the applicable tax laws, at the time of preparation of these Financial Statements.

The details of deferred tax computation is given in Note 33 to the Financial Statements.

2.11.6 Defined Benefit Plans

The cost of Defined Benefit Pension Plan is determined using actuarial valuations. An actuarial valuation involves making various assumptions which may differ from actual developments in the future. These include the determination of the discount rate, future salary increases and mortality rates. Due to the complexity of the valuation, the underlying assumptions and its long-term nature, a defined benefit obligation is highly sensitive to changes in these assumptions. All assumptions are reviewed at each reporting date.

In determining the appropriate discount rate, management considers the interest rates of Sri Lanka Government bonds with extrapolated maturities corresponding to the expected duration of the defined benefit obligation. The mortality rate is based on publicly available mortality tables. Future salary increases are based on expected future inflation rates and expected future salary increase rate for the Company. The sensitivity of assumptions used in actuarial valuations are set out in Note 34 to the Financial Statements.

2.11.7 Fair value of Property, plant & Equipment

The free hold land of the Company is reflected at fair value at the date of revaluation less any accumulated impairment losses. The Company engages independent valuation specialists to determine fair value of free hold land in terms of Sri Lanka Accounting Standard –SLFRS 13, (Fair Value Measurement).The details of freehold land including methods of valuation are given in Note 27 to the Financial Statements.

2.11.8 Useful Life-time of the Property, Plant, Equipment and Intangible Assets

The Company reviews the residual values, useful lives and methods of depreciation and amortization of property, plant, equipment and intangible assets at each reporting date. The judgement of the management is exercised in the estimation of these values, rates, methods and hence they are subject to uncertainty.

2.11.9 Commitments and Contingencies

All discernible risks are accounted for in determining the amount of all known liabilities. Contingent liabilities are possible obligations whose existence will be confirmed only by uncertain future events or present obligations where the transfer of economic benefit is not probable or cannot be reliably measured. Contingent liabilities are not recognized in the Statement of Financial Position but are disclosed unless they are remote. Details of commitments and contingencies are given in Note 43 to the Financial Statements.

3. CHANGES IN ACCOUNTING POLICIES

3.1 NEW ACCOUNTING STANDARDS/INTERPRETATIONS EFFECTIVE DURING THE YEAR

The Company has adopted SLFRS16 - Leases, effective for annual periods beginning on or after 01 April 2019, for the first time. The nature and effect of the changes as a result of adoption of this new accounting standard are described below. The Company has not adopted early any other standard, interpretation or amendment that has been issued but is not yet effective.

3.1.1 SLFRS 16 - Leases

SLFRS 16 supersedes LKAS 17 Leases. The standard sets out the principles for the recognition, measurement, presentation and disclosure of leases and requires lessees to recognise most leases on the statement of financial position.

Lessor accounting under SLFRS 16 is substantially unchanged from LKAS 17. Lessors will continue to classify leases as either operating or finance leases using similar principles as in LKAS 17. Therefore, SLFRS 16 did not have an impact for leases where the Company is the lessor.

The Company adopted SLFRS 16 using the modified retrospective method of adoption with the date of initial application of 1 April 2019. Under this method, the standard is applied retrospectively with the cumulative effect of initially applying the standard recognised at the date of initial application. The Company elected to use the transition practical expedient to not reassess whether a contract is or contains a lease at 1 April 2019. Instead, the Company applied the standard only to contracts that were previously identified as leases applying LKAS 17 and IFRIC 4 at the date of initial application.

The Company has lease contracts for various branches. Before the adoption of SLFRS 16, the Company classified each of its leases (as lessee) at the inception date as either a finance lease or an operating lease. Refer to Note 4.2.2 for the accounting policy prior to 1 April 2019.

Upon adoption of SLFRS 16, the Company applied a single recognition and measurement approach for all leases except for short-term leases and leases of low-value assets. Refer to Note 4.2.1 for the accounting policy beginning 1 April 2019. The standard provides specific transition requirements and practical expedients, which have been applied by the Company.

Leases previously classified as finance leases

For leases that were classified as finance leases applying LKAS 17, the carrying amount of the right of use asset and the lease liability at the date of initial application shall be the carrying amount of the lease asset and lease liability immediately before that date measured applying LKAS 17. For those leases, the Company accounted for the right of use asset and the lease liability applying this Standard from the date of initial application.

Leases previously accounted for as operating leases

The Company recognised right-of-use assets and lease liabilities for those leases previously classified as operating leases, except for short-term leases and leases of low-value assets. The right-of-use assets for most leases were recognised based on the carrying amount as if the standard had always been applied, apart from the use of incremental borrowing rate at the date of initial application. In some leases, the right-of-use assets were recognised based on the amount equal to the lease liabilities, adjusted for any related prepaid and accrued lease payments, discounted using the incremental borrowing rate at the date of initial application.

The Company also applied the available practical expedients wherein it:

- Used a single discount rate to a portfolio of leases with reasonably similar characteristics
- Relied on its assessment of whether leases are onerous immediately before the date of initial application
- Applied the short-term leases exemptions to leases with lease term that ends within 12 months of the date of initial application
- Excluded the initial direct costs from the measurement of the right-of-use asset at the date of initial application
- Used hindsight in determining the lease term where the contract contained options to extend or terminate the lease

Based on the above, as at 1 April 2019:

- Right-of-use assets of Rs. 254.74 Mn were recognised and presented in the Statement of Financial Position within "Right-of-use assets".
- Additional lease liabilities of Rs. 254.74 million (included in "Other liabilities") were recognised.
- The adoption of SLFRS 16 had no impact on the Company's retained earnings and no material impact on its Capital Adequacy ratio.

The lease liabilities as at 1 April 2019 can be reconciled to the operating lease commitments as of 31 March 2019, as follows:

	Rs. 000
Operating lease commitments as at 31 March 2019	310,595
Weighted average incremental borrowing rate as at 1 April 2019	16.00%
Discounted operating lease commitments as at 1 April2019	254,745
Less:	
Commitments relating to short-term leases	-
Commitments relating to leases of low-value assets	-
Add:	
Lease payments relating to renewal periods not included in operating lease commitments as at 31 March 2019	-
Lease liabilities as at 1 April 2019 recognised under SLFRS 16	254,745

3.1.2 IFRIC Interpretation 23 "Uncertainty over Income Tax Treatment"

The Interpretation addresses the accounting for income taxes when tax treatments involve uncertainty that affects the application of LKAS 12 Income Taxes. It does not apply to taxes or levies outside the scope of LKAS 12, nor does it specifically include requirements relating to interest and penalties associated within certain tax treatments. The Interpretation specifically addresses the following:

- Whether an entity considers uncertain tax treatments separately
- The assumptions an entity makes about the examination of tax treatments by taxation authorities
- How an entity determines taxable profit (tax loss), tax bases, unused tax losses, unused tax credits and tax rates
- How an entity considers changes in facts and circumstances

The Company determines whether to consider each uncertain tax treatment separately or together with one or more other uncertain tax treatments and uses the approach that better predicts the resolution of the uncertainty.

The Company applies significant judgement in identifying uncertainties over income tax treatments. Since the Company operates in a complex environment, it assessed whether the interpretation had an impact on its Financial Statements. Upon adoption of the interpretation, the Company considered whether it has any uncertain tax positions, particularly those relating to transfer pricing. The tax filings of the Company in different jurisdictions include deductions related to transfer pricing and the taxation authorities may challenge those tax treatments. The Company determined, based on its tax compliance and transfer pricing study, that it is probable that its tax treatments will be statements of the accepted by the taxation authorities. The interpretation did not have an impact on the Financial Statements of the Company.

Except for the changes mentioned above, the Company has consistently applied the accounting policies for all periods presented in these Financial Statements.

4. GENERAL ACCOUNTING POLICIES

The accounting policies set out below have been applied consistently to all periods presented in these Financial Statements except for the changes mentioned in Note 3 to the Financial Statements.

4.1 FINANCIAL INSTRUMENTS- INITIAL RECOGNITION, CLASSIFICATION AND SUBSEQUENT MEASUREMENT

4.1.1 Date of Recognition

All financial assets and liabilities are initially recognised on the trade date. i.e. the date that the Company becomes a party to the contractual provisions of the instrument. This includes "regular way trades". Regular way trade means purchases or sales of financial assets with in the time frame generally established by regulation or convention in the market place.

4.1.2 Initial measurement of Financial Instruments

The classification of financial instruments at initial recognition depends on their contractual terms and the business model for managing the instruments. Financial instruments are initially measured at their fair value except in the case of financial assets and financial liabilities recorded at fair value through profit or loss (FVPL), transaction costs are added to, or subtracted from, this amount. When the fair value of financial instruments at initial recognition differs from the transaction price, the Company accounts for "Day 1 profit or loss", as described below.

4.1.3 'Day 1' profit or loss

When the transaction price differs from the fair value of other observable current market transactions in the same instrument, or based on a valuation technique whose variables include only data from observable markets, the Company recognises the difference between the transaction price and fair value (a 'Day 1' profit or loss) in the Income Statement over the tenor of the financial instrument using effective interest rate method. In cases where fair value is determined using data which is not observable, the difference between the transaction price and model value is only recognised in the Income Statement when the inputs become observable, or when the instrument is derecognised.

4.1.4 Measurement categories of Financial Assets and Financial Liabilities

The Company classifies all of its financial assets based on the business model for managing the assets and the asset's contractual terms, measured at either:

- Amortised cost,
- Fair value through other comprehensive income (FVOCI) or
- Fair value through profit or loss. (FVPL)

Financial liabilities, other than loan commitments and financial guarantees, are measured at amortised cost or at FVTPL when they are held for trading and derivative instruments or the fair value designation is applied.

(i) Financial Assets at Amortised cost:

The Company only measures loans, receivables, and other financial investments, at amortised cost if both of the following conditions are met:

- The financial asset is held within a business model with the objective to hold financial assets in order to collect contractual cash flows
- The contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest (SPPI) on the principal amount outstanding.

Loans and Receivables consist of cash and bank balances, securities purchased under repurchase agreements, factoring receivables, lease receivables, hire purchase receivables, loan receivables, gold loan receivables and other assets.

The details of the above conditions are outlined below.

Business model assessment

The Company determines its business model at the level that best reflect how it manages groups of financial assets to achieve its business objective.

The Company's business model is not assessed on an instrument-by-instrument basis, but at a higher level of aggregated portfolios and is based on observable factors such as:

- How the performance of the business model and the financial assets held within that business model are evaluated and reported to the entity's key management personnel
- The risks that affect the performance of the business model (and the financial assets held within that business model) and, in particular, the way those risks are managed
- How managers of the business are compensated (for example, whether the compensation is based on the fair values of the assets managed or on the contractual cash flows collected)
- The expected frequency, value and timing of sales are also important aspects of the Company's assessment

The business model assessment is based on reasonably expected scenarios without taking "worst case" or "stress case" scenarios into account. If cash flows after initial recognition are realised in a way that is different from the Company's original expectations, the Company does not change the classification of the remaining financial assets held in that business model, but incorporates such information when assessing newly originated or newly purchased financial assets going forward.

The SPPI test

As a second step of its classification process, the Company assesses the contractual terms of financial to identify whether they meet the SPPI test.

'Principal' for the purpose of this test is defined as the fair value of the financial asset at initial recognition and may change over the life of the financial asset (for example, if there are repayments of principal or amortisation of the premium/ discount).

The most significant elements of interest within a lending arrangement are typically the consideration for the time value of money and credit risk. To make the SPPI assessment, the Company applies judgement and considers relevant factors such as the currency in which the financial asset is denominated, and the period for which the interest rate is set.

In contrast, contractual terms of that introduce a more than de minimise exposure to risks or volatility in the contractual cash flows that are unrelated to a basic lending arrangement do not give rise to contractual cash flows that are solely payments of principal and interest on the amount outstanding. In such cases, the financial asset is required to be measured at FVPL.

(ii) Equity instruments at FVOCI

Upon initial recognition, the Company occasionally elects to classify irrevocably some of its equity investments as equity instruments at FVOCI when they meet the definition of definition of Equity under LKAS 32 Financial Instruments: Presentation and are not held for trading. Such classification is determined on an instrument-by instrument basis.

Gains and losses on these equity instruments are never recycled to profit. Dividends are recognised in profit or loss as other operating income when the right of the payment has been established, except when the Company benefits from such proceeds as a recovery of part of the cost of the instrument, in which case, such gains are recorded in OCI. Equity instruments at FVOCI are not subject to an impairment assessment.

Currently, the Company has recorded its non- quoted equity investments FVOCI at cost less ECL if any. The details of equity instruments at FVOCI are given in Note 26 to the Financial Statements.

(iii) Debt issued and other borrowed funds

After initial measurement, debt issued and other borrowed funds are subsequently measured at amortised cost. Amortised cost is calculated by taking into account any discount or premium on issue funds, and costs that are an integral part of the EIR. A compound financial instrument which contains both a liability and an equity component is separated at the issue date.

Currently, the Company has recorded Debt issued and other borrowed funds as Financial Liabilities at Amortised Cost in the form of term loans, short term loans, debentures, commercial papers and securitizations.

4.1.5 Classification and Subsequent Measurement of Financial Liabilities

Financial liabilities, other than loan commitments and financial guarantees, are classified as,

(i) Financial liabilities at Fair Value through Profit or Loss (FVTPL)

a. Financial liabilities held for trading

b. Financial liabilities designated at fair value through profit or loss

(ii) Financial liabilities at amortised cost, when they are held for trading and derivative instruments or the fair value designation is applied.

The subsequent measurement of financial liabilities depends on their classification.

i. Financial Liabilities at Fair Value Through Profit or Loss (FVTPL)

Financial Liabilities at FVTPL include financial liabilities held for trading and financial liabilities designated upon initial recognition at fair value through profit or loss. Subsequent to initial recognition, financial liabilities at FVTPL are fair value, and changes therein recognized in Income Statement.

ii. Financial Liabilities at Amortised Cost

Financial Instruments issued by the Company that are not designated at fair value through profit or loss, are classified as financial liabilities at amortised cost under "bank overdraft", "due to other customers", "debt issued" and "other borrowed funds" and "other payables" as appropriate, where the substance of the contractual arrangement results in the Company having an obligation either to deliver cash or another financial asset to the holder, or to satisfy the obligation other than by the exchange of a fixed amount of cash or another financial assets for a fixed number of own equity shares at amortised cost using EIR method.

After initial recognition, such financial liabilities are substantially measured at amortised cost using the EIR method. Amortised cost is calculated by taking into account any discount or premium on the issue and costs that are integral part of the EIR. The EIR amortisation is included in "interest expenses" in the Income Statement. Gains and losses are recognized in the Income Statement when the liabilities are derecognised as well as through the EIR amortisation process.

Currently, the Company has recorded Debt issued and other borrowed funds as Financial Liabilities at Amortised Cost in the form of term loans, short term loans and debentures.

4.1.6 Reclassifications of Financial assets and Financial Liabilities

The Company does not reclassify its financial assets subsequent to their initial recognition, apart from the exceptional circumstances in which the Company acquires, disposes of, or terminates a business line. Financial liabilities are never reclassified. The Company did not reclassify any of its financial assets or liabilities in 2020.

4.1.7 Derecognition of Financial Assets and Financial Liabilities

4.1.7.1 Derecognition due to substantial modification of terms and conditions

The Company derecognises a financial asset, such as a loan to a customer, when the terms and conditions have been renegotiated to the extent that substantially, it becomes a new loan, with the difference recognized as a derecognition gain or loss, to the extent that an impairment loss has not already been recorded. The newly recognised loans are classified as Stage 1 for ECL measurement purposes, unless the new loan is deemed to be credit impaired at the date of inception.

When assessing whether or not to derecognise a loan to a customer, amongst others, the Company considers the following factors.

Change in counterparty

If the modification is such that the instrument would no longer meet the SPPI criterion

If the modification does not result in cash flows that are substantially different, as set out below, the modification does not result in derecognition. Based on the change in cash flows discounted at the original EIR, the Company records a modification gain or loss, to the extent that an impairment loss has not already been recorded.

4.1.7.2 Derecognition other than for substantial modification

(a) Derecognition of Financial Assets

A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when the rights to receive cash flows from the financial asset have expired. The Company also derecognises the financial asset if it has both transferred the financial asset and the transfer qualifies for derecognition.

The Company has transferred the financial asset, if and only if, either:

- The Company has transferred its contractual rights to receive cash flows from the financial asset

Or

- It retains the rights to cash flows, but has assumed an obligation to pay the received cash flows in full without material delay to a third party under a "pass-through" arrangement.

Pass-through arrangements are transactions whereby the Company retains the contractual rights to receive the cash flows of a financial asset (the "original asset"), but assumes a contractual obligation to pay those cash flows to one or more entities (the "eventual recipients"), when all of the following three conditions are met:

- The Company has no obligation to pay amounts to the eventual recipients unless it has collected equivalent amounts from the original asset, excluding short-term advances with the right to full recovery of the amount lent plus accrued interest at market rates.
- The Company cannot sell or pledge the original asset other than as security to the eventual recipients
- The Company has to remit any cash flows it collects on behalf of the eventual recipients without material delay. In addition, the Company is not entitled to reinvest such cash flows, except for investments in cash or cash equivalents including interest earned, during the period between the collection date and the date of required remittance to the eventual recipients.

A transfer only qualifies for derecognition if either:

- The Company has transferred substantially all the risks and rewards of the asset

Or

- The Company has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control of the asset

The Company considers control to be transferred if and only if, the transferee has the practical ability to sell the asset in its entirety to an unrelated third party and is able to exercise that ability unilaterally and without imposing additional restrictions on the transfer.

On derecognition of a financial asset, the difference between the carrying amount of the asset (or the carrying amount allocated to the portion of the asset derecognised) and the sum of the consideration received (including any new asset obtained less any new liability assumed) and any cumulative gain or loss that had been recognised in other comprehensive income is recognised in profit or loss.

When the Company has neither transferred nor retained substantially all the risks and rewards and has retained control of the asset, the asset continues to be recognised only to the extent of the Company"s continuing involvement, in which case, the Company also recognises as associated liability. The transferred asset and the associated liability are measured on a basis that reflects the rights and obligations that the Company has retained.

Continuing involvement that takes the form of a guarantee over the transferred asset is measured at the lower of the original carrying amount of the asset and the maximum amount of consideration the Company could be required to pay.

If continuing involvement takes the form of a written or purchased option (or both) on the transferred asset, the continuing involvement is measured at the value the Company would be required to pay upon repurchase. In the case of a written put option on an asset that is measured at fair value, the extent of the entity"s continuing involvement is limited to the lower of the fair value of the transferred asset and the option exercise price.

(b) Derecognition - Financial Liabilities

A financial liability is derecognised when the obligation under the liability is discharged or cancelled or expires.

Where an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a derecognition of the original liability and the recognition of a new liability. The difference between the carrying value of the original financial liability and the consideration paid is recognised in income statement.

4.1.8 Determination of Fair Value

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either:

- In the principal market for the asset or liability, or
- In the absence of a principal market, in the most advantageous market for the asset or liability

The principal or the most advantageous market must be accessible by the Company.

The fair value of an asset or a liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their economic best interest.

A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use.

The Company uses valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

All assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within the fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

- Level 1 – Quoted (unadjusted) market prices in active markets for identical assets or liabilities
- Level 2 – Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable
- Level 3 – Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable

For assets and liabilities that are recognised in the financial statements on a recurring basis, the Company determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

The disclosure of fair value of financial instruments is disclosed in Note 40 to the Financial Statements.

4.1.9 Impairment of Financial Assets

(i) a. Overview of the expected credit loss (ECL) principles

The Company recognises expected credit losses for all loans and other debt financial assets not held at FVTPL, together with loan commitments and financial guarantee contracts. Equity instruments are not subject to impairment under SLFRS 9.

The ECL allowance is based on the credit losses expected to arise over the life of the asset (the lifetime expected credit loss or LTECL), unless there has been no significant increase in credit risk since origination, in which case, the allowance is based on the 12 months' expected credit loss (12mECL). The Company's policies for determining if there has been a significant increase in credit risk are set out in Note 41.

The 12mECL is the portion of LTECLs that represent the ECLs that result from default events on a financial instrument that are possible within the 12 months after the reporting date.

Both LTECLs and 12mECLs are calculated on either an individual basis or collective basis, depending on the nature of the underlying portfolio of financial instruments.

The Company established a policy to perform as assessment, at the end of each reporting period, of whether a financial instrument's credit risk has increased significantly since initial recognition, by considering the change in the risk of default occurring over the remaining life of the financial instrument.

Based on the above process, the Company groups its loans into Stage 1, Stage 2, Stage 3 and POCI, as described below.

Stage 1 : When loans are first recognised, the Company recognises an allowance based on 12mECLs. Stage 1 loans also include facilities where the credit risk has improved and the loan has been reclassified from Stage 2.

Stage 2 : When a loan has shown a significant increase in credit risk since origination, the Company records an allowance for the LTECLs. Stage 2 loans also include facilities, where the credit risk has improved and the loan has been reclassified from Stage 3.

Stage 3 : Loans considered credit-impaired. The Company records an allowance for the LTECLs.

POCI : Purchased or originated credit impaired (POCI) assets are financial assets that are credit impaired on initial recognition. POCI assets are recorded at fair value at original recognition and interest income is subsequently recognised based on a credit-adjusted EIR. ECLs are only recognised or released to the extent that there is a subsequent change in the expected credit losses.

For financial assets for which the Company has no reasonable expectations of recovering either the entire outstanding amount, or a proportion thereof, the gross carrying amount of the financial asset is reduced. This is considered a (partial) derecognition of the financial asset.

b. The Calculation of Expected Credit Loss (ECL)

The Company calculates ECLs based on a four probability-weighted scenarios to measure the expected cash shortfalls, discounted at an approximation to the EIR.A cash shortfall is the difference between the cash flows that are due to an entity in accordance with the contract and the cash flows that the entity expects to receive.

The mechanics of the ECL calculations are outlined below and the key elements are, as follows.

PD : The probability of Default is an estimate of the likelihood of default over a given time horizon. A default may only happen at a certain time over the assessed period, if the facility has not been previously derecognised and is still in the portfolio.

EAD : The Exposure at Default is an estimate of the exposure at a future default date, taking into account expected changes in the exposure after the reporting date, including repayments of principal and interest, whether scheduled by contract or otherwise, expected draw downs on committed facilities, and accrued interest from missed payments.

LGD : The Loss Given Default is an estimate of the loss arising in the case where a default occurs at a given time. It is based on the difference between the contractual cash flows due and those that the lender would expect to receive, including from the realisation of any collateral. It is usually expressed as a percentage of the EAD.

The mechanism of the ECL method are summarised below.

Stage 1 : The 12mECL is calculated as the portion of LTECLs that represent the ECLs that represent the ECLs that result from default events on a financial instrument that are possible with in the 12 months after the reporting date. The Company calculates the 12mECL allowance based on the expectation of a default occurring in the 12 months following the reporting date. These expected 12-month default probabilities are applied to a forecast EAD and multiplied by the expected LGD and discounted by an approximation of the original EIR.

Stage2 : When a loan has shown a significant increase in credit risk since origination, the Company records an allowance for the LTECLs. The mechanics are similar to those explained above, including the use of multiple scenarios, but PDs and LGDs are estimated over the lifetime of the instrument. The expected cash shortfalls are discounted by an approximation to the original EIR.

Stage 3 : For loans considered credit-impaired, the Company recognises the lifetime expected credit losses for these loans. The method is similar to that for Stage 2 assets, with the PD set at 100%.

Loan

Commitments : When estimating LTECLs for undrawn loan commitments, the Company estimates the expected portion of the loan commitment that will be drawn down over its expected life. The ECL is then based on the present value of the expected shortfalls in cash flows if the loan is drawn down, based on a probability weighting of the four scenarios. The expected cash shortfalls are discounted at an approximation to the expected EIR on the loan.

For factoring receivables and revolving loans that include both a loan and an undrawn commitment. ECLs are calculated and presented with the loan.

Financial Guarantee contracts:

The Company's liability under each guarantee is measured at the higher of the initially recognised less cumulative amortisation recognised in the income statement, and the ECL provision. For this purpose, the Company estimates ECLs based on the present value of the expected payments to reimburse the holder for a credit loss that it incurs. The shortfalls are discounted by the risk-adjusted interest rate relevant to the exposure. The calculation is made using a probability –weighting of the four scenarios. The ECLs related to financial guarantee contracts are recognised within provisions.

c. Debt instruments measured at fair value through OCI

The ECLs for debt instruments measured at FVOCI do not reduce the carrying amount of these financial assets in the Statement of Financial Position, which remains at fair value. Instead, an amount equal to the allowance that would arise if the assets were measured at amortised cost is recognised in OCI as an accumulated impairment amount, with a corresponding charge to Income Statement. The accumulated loss recognised in OCI is recycled to the profit or loss upon derecognition of the assets.

d. Debt factoring and revolving loans

The Company's product offering includes debt factoring and revolving loan facilities, in which the Company has the right to cancel and/or reduce the facilities within a short notice. The Company does not limit its exposure to credit losses to the contractual notice period, but, instead calculates ECL over a period that reflects the Company's expectations of the customer behaviour, its likelihood of default and the Company's future risk mitigation procedures, which could include reducing or cancelling the facilities. Based on past experience and the Company's expectations, the period over which the Company calculates ECLs for these products, is limited to 12 months.

The ongoing assessment of whether a significant increase in credit risk has occurred for debt factoring and revolving loan facilities is similar to other lending products. This is based on shifts in the customer's internal credit grade, but greater emphasis is also given to qualitative factors such as changes in utilization.

e. Forward looking information

In its ECL models, the Company relies on a broad range of forward looking information as economic inputs, such as:

- GDP growth
- Unemployment rate
- Central Bank base rates
- Inflation

The inputs and models used for calculating ECLs may not always capture all characteristics of the market at the date of the Financial Statements. To reflect this, qualitative adjustments or overlays are occasionally made as temporary adjustments when such differences are significantly material.

4.1.9 (ii) Reversals of impairment

If the amount of an impairment loss decreases in a subsequent period, and the decrease can be related objectively to an event occurring after the impairment was recognised, the excess is written back by reducing the loan impairment allowance account accordingly. The write-back is recognised in the income statement.

4.1.9 (iii) Renegotiated Loans

The Company sometimes makes concessions or modifications to the original terms of loans as a response to the borrower's financial difficulties, rather than taking possession or to otherwise enforce collection of collateral. The Company considers a loan renegotiated when such concessions or modifications are provided as a result of the borrower's present or expected financial difficulties and the Company would not have agreed to them if the borrower had been financially healthy. Indicators of financial difficulties include defaults on covenants, or significant concerns raised by the Credit Risk Department. Renegotiated loans may involve extending the payment arrangements and the agreement of new loan conditions. Once the terms have been renegotiated, any impairment is measured using the original EIR as calculated before the modification of the terms. It is the Company's policy to monitor renegotiated loans to help ensure that future payments continue to be likely to occur. Derecognition decisions and classification between Stage 2 and Stage 3 are determined on a case-by-case basis. If these procedures identify a loss in relation to a loan, it is disclosed and managed as an impaired Stage 3 renegotiated asset until it collected or written off.

When the loan has been renegotiated or modified but not derecognised, the Company also reassesses whether there has been a significant increase in credit risk, as set out in Note 41. The Company also considers whether the assets should be classified as Stage 3.

If modifications are substantial, the loan is derecognised as explained in Note 4.1.9(iv).

4.1.9 (iv). Write-off of Financial Assets at Amortised Cost

Financial Assets (and the related impairment allowance accounts) are normally written off, either partially or in full, when there is no realistic prospect of recovery. If the amount to be written off is greater than the accumulated impairment, the difference is first treated as an addition to the impairment that is then applied against the gross carrying amount. Any subsequent recoveries are credited to the Income Statement. Where financial assets are secured, this is generally after receipt of any proceeds from the realisation of security.

4.1.9 (v). Collateral Valuation

The Company seeks to use collateral, where possible, to mitigate its risks on financial assets. The collateral comes in various forms such as cash, gold, securities, letter of credit/guarantees, real estate, receivables, inventories, other non-financial assets and credit enhancements such as netting arrangements. The fair value of collateral is generally assessed, at a minimum, at inception and based on the guidelines issued by the Central Bank of Sri Lanka.

To the extent possible, the Company uses active market data for valuing financial assets, held as collateral. Other financial assets which do not have readily determinable market value are valued using models. Non-financial collateral, such as real estate, is valued based on data provided by third parties such as independent valuers, Audited Financial Statements and other independent sources.

4.1.9 (vi). Collateral repossessed

The Company's accounting policy under SLFRS 9 remains same as it was under LKAS 39.The Company's policy is to determine whether a repossessed asset can be best used for its internal operations or should be sold. Assets determined to be useful for the internal operations will be transferred to their relevant asset category at the lower of their repossessed value or the carrying value of the original secured asset.

4.1.9 (vii). Offsetting Financial Assets and Liabilities

Financial assets and financial liabilities are offset and the net amount reported in the Statement of Financial Position if, and only if, there is a currently enforceable legal right to offset the recognised amounts and there is an intention to settle on a net basis, or to realise the asset and settle the liability simultaneously. This is not generally the case with master netting agreements, therefore, the related assets and liabilities are presented gross in the Statement of Financial Position.

Income and expenses are presented on a net basis only when permitted under LKAS/ SLFRS, or for gains and losses arising from a group of similar transactions such as in the group's trading activity.

4.2 LEASES

4.2.1 Policy applicable as of 1 January 2019

The Company assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

a. The Company as lessor

Leases in which the Company does not transfer substantially all the risks and rewards incidental to ownership of an asset are classified as operating leases. Rental income arising is accounted for on a straight line basis over the lease terms and is included in revenue in the statement of profit or loss due to its operating nature. Initial direct costs incurred in negotiating and arranging an operating lease are added to the carrying amount of the leased asset and recognised over the lease term on the same basis as rental income. Contingent rents are recognised as revenue in the period in which they are earned.

b. The Company as lessee

The Company applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Company recognises lease liabilities to make lease payments and right-of-use assets representing the right to use the underlying assets.

Right-of-use assets

The Company recognises right-of-use assets at the commencement date of the lease (i.e., the date the underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Right-of-use assets are depreciated on a straight-line basis over the lease term.

The right-of-use assets are presented in Note 29 Property and are subject to impairment in line with the Company's policy as described in Note 4.5 Impairment of non-financial assets.

Lease liabilities

At the commencement date of the lease, the Company recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments (less any lease incentives receivable), variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees. The lease payments also include the exercise price of a purchase option reasonably certain to be exercised by the Company and payments of penalties for terminating the lease, if the lease term reflects exercising the option to terminate. Variable lease payments that do not depend on an index or a rate are recognised as expenses in the period in which the event or condition that triggers the payment occurs.

4.2.2 Policy applicable before 1 January 2019

Finance and Operating Lease

The determination of whether an arrangement is a lease or it contains a lease, is based on the substance of the arrangement and requires an assessment of whether the fulfilment of the arrangement is dependent on the use of a specific asset or assets and the arrangement conveys a right to use the asset.

4.2.2.a Finance Lease

Agreements which transfer to counterparties substantially all the risks and rewards incidental to the ownership of assets, but not necessarily legal title, are classified as finance leases. When the Company is a lessor under finance leases the amounts due under the leases, after deduction of unearned charges, are included in "Lease Receivable". The finance income receivable is recognised in 'Net interest income' over the periods of the leases so as to give a constant rate of return on the net investment in the leases.

When the Company is a lessee under finance leases, the leased assets are capitalised and included in 'Property, plant and equipment' and the corresponding liability to the lessor is including 'Other liabilities'. A finance lease and its corresponding liability are recognised initially at the fair value of the asset or, if lower, the present value of the minimum lease payments. Finance charges payable are recognised in 'Net interest income' over the period of the lease based on the interest rate implicit in the lease so as to give a constant rate of interest on the remaining balance of the liability.

The details of Finance Lease Receivables are given in Note 24 to the Financial Statements.

4.2.2.b Operating Lease

All other leases are classified as operating leases. When acting as lessor, the Company includes the assets subject to operating leases in 'Property, plant and equipment' and accounts for them accordingly. Impairment losses are recognised to the extent that residual values are not fully recoverable and the carrying value of the assets is thereby impaired. When the Company is the lessee, leased assets are not recognised on the Statement of Financial Position. Rentals payable and receivable under operating leases are accounted for on a straight-line basis over the periods of the leases and are included in 'other operating expenses' and 'other operating income', respectively.

4.3 PROPERTY, PLANT & EQUIPMENT AND RIGHT-OF-USE ASSETS

4.3.1 Recognition

Property, plant and equipment are tangible items that are held for use in the production or supply of services, for rental to others or for administrative purposes and are expected to be used during more than one period.

The Company applies the requirements of the Sri Lanka Accounting Standard - LKAS 16 (Property, Plant and Equipment) in accounting for these assets. Property, plant and equipment are recognised if it is probable that future economic benefits associated with the asset will flow to the Company and the cost of the asset can be reliably measured. Right- of -use assets are presented separately in the Statement of Financial Position.

4.3.2 Measurement

An item of property, plant and equipment that qualifies for recognition as an asset is initially measured at its cost. Cost includes expenditure that is directly attributable to the acquisition of the asset and cost incurred subsequently to add to, replace part of an item of property, plant & equipment. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the asset to a working condition for its intended use and the costs of dismantling and removing the items and restoring the site on which they are located. Purchased software that is integral to the functionality of the related equipment is capitalised as part of computer equipment. When parts of an item of property or equipment have different useful lives, they are accounted for as separate items (major components) of property, plant and equipment.

4.3.3 Cost Model

The Company applies the cost model to property, plant &equipment except for freehold land and buildings and records at cost of purchase or construction together with any incidental expenses thereon less accumulated depreciation and any accumulated impairment losses.

4.3.4 Revaluation Model

The Company applies the revaluation model to the entire class of freehold land. Such properties are carried at a revalued amount, being the fair value at the date of revaluation less any subsequent accumulated impairment losses. Freehold land of the Company are revalued every three years or more frequently if the fair values are substantially different from carrying amounts to ensure that the carrying amounts do not differ from the fair values at the reporting date. The Company has revalued its freehold land during the financial year 2018 and details of the revaluation are given in Note 27 to the Financial Statements.

On revaluation of an asset, any increase in the carrying amount is recognised in 'Other comprehensive income 'and accumulated in equity, under revaluation reserve or used to reverse a previous revaluation decrease relating to the same asset, which was charged to the Income Statement. In these circumstances, the increase is recognised as income to the extent of the previous write down. Any decrease in the carrying amount is recognised as an expense in the Income Statement or debited to the other comprehensive income to the extent of any credit balance existing in the capital reserve in respect of that asset.

The decrease recognised in other comprehensive income reduces the amount accumulated in equity under revaluation reserves. Any balance remaining in the revaluation reserve in respect of an asset is transferred directly to retained earnings on retirement or disposal of the asset.

4.3.5 Subsequent Cost

The subsequent cost of replacing a component of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within that part will flow to the Company and its cost can be reliably measured. The costs of the day to day servicing of property, plant and equipment are charged to the Income Statement as incurred.

4.3.6 Repairs and Maintenance

Repairs and maintenance are charged to the profit or loss during the financial period in which they are incurred. The cost of major renovations is included in the carrying amount of the assets when it is probable that future economic benefits in excess of the most recently assessed standard of performance of the existing assets will flow to the Company and the renovation replaces an identifiable part of the asset. Major renovations are depreciated during the remaining useful life of the related asset.

4.3.7 Capital Work-in-Progress

Capital work in progress is stated at cost. It would be transferred to the relevant asset when it is available for use, i.e. when it is in the location and condition necessary for it to be capable of operating in the manner intended by management. Capital work in progress is stated at cost less any accumulated impairment losses.

4.3.8 Borrowing Costs

As per Sri Lanka Accounting Standard- LKAS 23 on 'Borrowing Costs', the company capitalizes the borrowing costs that are directly attributable to acquisition, construction or production of qualifying assets as part of the cost of the asset. A qualifying asset is an asset which takes a substantial period of time to get ready for its intended use or sale. Other borrowing costs are recognised in the profit or loss in the period in which they occur.

4.3.9 De-recognition

Property, plant and equipment is derecognised on disposal or when no future economic benefits are expected from its use. Any gain or loss arising on de-recognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is recognised in 'Other operating income' in the income statement in the year the asset is derecognised.

Upon disposal, any revaluation reserve relating to the particular asset being sold is transferred to retained earnings.

4.3.10 Depreciation

Depreciation is recognized in income statement on a straight line basis over the estimated useful lives of each part of an item of property, plant &equipment since this method most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset.

The company has changed the usable period of motor vehicle from 4 years to 5 years considering the sale & repurchase agreement of its majority of motor vehicle assets.

The rates of depreciations based on the estimated useful lives are as follows:

	2020	2019
Buildings	5.00% p.a.	5.00% p.a.
Office Equipment	20.00% p.a.	20.00% p.a.
Furniture and fittings	15.00% p.a.	15.00% p.a.
Office Partitioning	15.00% p.a.	15.00% p.a.
Motor Vehicles	20.00% p.a.	20.00% p.a.

Right-of-use assets are depreciated on a straight-line method from the commencement date to the earlier of the end of the useful life of the right of use assets or the end of the lease term.

4.3.11 Change in Estimates

The asset's residual values, useful lives and methods of depreciation are reviewed, and adjusted if appropriate, at each financial year end.

4.4 INTANGIBLE ASSETS

The Company's intangible assets include the value of computer software.

4.4.1 Basis of Recognition

An intangible asset is recognised only when its cost can be measured reliably and it is probable that the expected future economic benefits that are attributable to it will flow to the Company in accordance with the Sri Lanka Accounting Standard LKAS 38 on Intangible assets.

Intangible assets acquired are initially measured at cost. Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and accumulated impairment losses if any.

4.4.2 Subsequent Expenditure

Subsequent expenditure on Intangible Asset is capitalized only when it increases the future economic benefits embodied in the specific asset to which it relates. All other expenditure is expensed as incurred.

4.4.3 Useful Economic life, Amortization and Impairment

The useful lives of intangible assets are assessed to be either finite or indefinite.

Intangible assets with finite lives are amortised over the useful economic life. The amortisation period and the amortisation method for an intangible asset with a finite useful life are reviewed at least at each financial year–end. Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are accounted for by changing the amortisation period or method, as appropriate, and they are treated as changes in accounting estimates. The amortisation expense on intangible assets with finite lives is recognised in the income statement in the expense category consistent with the function of the intangible asset.

4.4.4 Amortization

Amortisation is calculated using the straight–line method to write down the cost of intangible assets to their residual value over their estimated useful life as follows:

The Class of Intangible Assets	Useful Life	Amortisation Method
Computer software	5 Years	Straight line method
Core Computer Software	10 Years	Straight line method

The unamortized balances of Intangible assets with finite lives are reviewed for impairment whenever there is an indication for impairment and recognised in profit or loss to the extent that they are no longer probable of being recovered from the expected future benefits.

4.4.5 Derecognition

Intangible assets are derecognised on disposal or when no future economic benefits are expected from their use. Any gain or loss arising on derecognition of the asset, calculated as the difference between the net disposal proceeds and the carrying amount of the asset is recognised in the profit or loss in the year the asset is derecognised.

4.5 IMPAIRMENT OF NON FINANCIAL ASSETS

The Company assesses at each reporting date whether there is an indication that an asset may be impaired. If any such indication exists, or when annual impairment testing for an asset is required, the Company makes an estimate of the asset's recoverable amount. An asset's recoverable amount is the higher of an asset's or cash-generating unit's (CGU) fair value less costs to sell and its value in use. Where the carrying amount of an asset exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset.

For assets an assessment is made at each reporting date as to whether there is any indication that previously recognised impairment losses may no longer exist or may have decreased. If such indication exists, the Company estimates the asset's or CGU's recoverable amount. A previously recognised impairment loss is reversed only if there has been a change in the assumptions used to determine the asset's recoverable amount since the last impairment loss was recognised. The reversal is limited so that the carrying amount of the asset does not exceed its recoverable amount, nor exceeds the carrying amount that would have been determined, net of depreciation, had no impairment loss been recognised for the asset in prior years. Such reversal is recognised in the Income Statement.

4.6 DIVIDEND PAYABLE

Dividends on ordinary shares are recognised as a liability and deducted in equity when they are recommended and declared by the Board of Directors and approved by the shareholders.

Dividends for the year that are approved after the reporting date are disclosed as an event after the reporting date in accordance with the Sri Lanka Accounting Standard – LKAS 10 on 'Events after the reporting period'.

4.7 RETIREMENT BENEFIT OBLIGATIONS

4.7.1 Defined Benefit Plan - Gratuity

All the employees of the company are eligible for gratuity under the Payment of Gratuity Act No. 12 of 1983, at the rate of one half of the Gross Salary applicable to the last month of the financial year in which the employment is terminated or resigned, for each year of completed service, for those who have served in excess of 5 years.

The Company measures the present value of the promised retirement benefits for gratuity which is a defined benefit plan with the advice of an independent professional actuary using projected unit credit actuarial cost method as required by Sri Lanka Accounting Standard – LKAS 19 on "Employee Benefits".

The item is stated under other liabilities in the Statement of Financial Position.

Recognition of Actuarial Gains and Losses

The Company recognises the total actuarial gains and losses that arise in calculating the Company's obligation in respect of the plan in Other Comprehensive Income during the period in which it occurs.

Interest Cost

Interest cost is the expected increase due to interest at the end of the year. (The benefits are one year closer to settlement).

Funding Arrangements
The Gratuity liability is not externally funded.

4.7.2 Defined Contribution Plans

The Company also contributes defined contribution plans. The contribution payable to a defined contribution plan is in proportion to the services rendered to the Company by the employees and is recorded as an expense under 'Personnel expenses'. Unpaid contributions are recorded as a liability.

The Company contributes to the following Schemes:

Employees' Provident Fund

The Company and employees contribute 12% and 8% respectively of the employee's total earnings (as defined in the Employees' Provident Fund) to the Employees' Provident Fund.

Employees' Trust Fund

The Company contributes 3% of the employee's total earnings (as defined in the Employees' Trust Fund) to the Employees' Trust Fund.

4.8 STATUTORY RESERVE FUND

The reserves recorded in the equity on the Company's Statement of Financial Position includes the 'Statutory reserve fund' which has been created in accordance with the Finance Companies (Capital Funds) Direction No.1 of 2003 issued by Central Bank of Sri Lanka. Accordingly, 20% of the net profit for the period is transferred to the Statutory reserve fund during the financial year.

4.9 PROVISIONS

Provisions are recognised when the Company has a present obligation (legal or constructive) as a result of a past event, and it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation in accordance with Sri Lanka Accounting Standard – LKAS 37 on 'provision, contingent liabilities and contingent assets'.

The amount recognised is the best estimate of the consideration required to settle the present obligation at the reporting date, taking into account the risks and uncertainties surrounding the obligations at that date.

The expense relating to any provision is presented in the income statement net of any reimbursement.

4.10 SEGMENT INFORMATION

An operating segment is a component of the Company that engages in business activities from which it may earn revenue and incur expenses, including revenue and expenses that relate to transactions with any of the Company's other components, whose operating results are reviewed regularly by the chief operating decision maker to make decisions about resources allocated to each segment.

For management purposes, the Company has identified three operating segments based on products and services, as follows.

- Leasing and hire purchase
- SME, Term and Mortgage Loans
- Personal Loans
- Other

Management monitors the operating results of its business units separately for the purpose of making decisions about resource allocation and performance assessment. Segment performance is evaluated based on operating profits or losses, which in certain respects, are measured differently from operating profits or losses in the Financial Statements. Income taxes are managed on collective basis and not allocated to operating segments.

Revenue from transactions with a single external customer or counterparty did not exceed 10% or more of the Company's total revenue in 2020 & 2019.

The income, profit total assets and total liabilities of the Company's operating segments are presented in Note 47 to the Financial Statements.

4.11 RECOGNITION OF INTEREST INCOME INTEREST EXPENSE

4.11.1 Interest Income / Expense

Interest income and interest expense is recorded using the effective interest rate (EIR) method for all financial instruments measured at amortised cost. Interest income on interest bearing financial assets measured at FVOCI under SLFRS 9 is also recorded by using the EIR method. The EIR is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial instrument or, when appropriate, a shorter period, to the net carrying amount of the financial asset or financial liability.

The EIR (and therefore, the amortised cost of the asset/liability) is calculated by taking into account any discount or premium on acquisition, fees and costs that are an integral part of the EIR. The Company recognises interest income/expense using a rate of return that represents the best estimate of a constant rate of return over the expected life of the loan. Hence, it recognises the effect of potentially different interest rates charged at various stages, and other characteristics of the product life cycle (including prepayments, penalty interest and charges).

If expectations regarding the cash flows on the financial asset/liability are revised for reasons other than credit risk, the adjustment is booked as a positive or negative adjustment to the carrying amount of the asset in the Statement of Financial Position with an increase or reduction in interest income/interest expense. The adjustment is subsequently amortised through Interest income/ Interest expense in the income statement.

When a financial asset becomes credit-impaired (as set out in Note 41 and is, therefore, regarded as 'Stage 3', the Company calculates interest income by applying the effective interest rate to the net amortised cost of the financial asset. If the financial assets cures and is no longer credit-impaired, the Company reverts to calculating interest income on a gross basis.

Interest income on all trading assets and financial assets mandatorily required to be measured at FVPL is recognised using the contractual interest rate under net interest income.

4.11.2 Interest Income on Overdue Rentals

Interest from overdue rentals has been accounted for on cash received basis.

4.12 FEE AND COMMISSION INCOME AND EXPENSES

Fee and commission income and expense that are integral to the effective interest rate on a financial asset or financial liability are included in the effective interest rate.

Other fee and commission income – including account servicing fees, investment management fees, sales commission, placement fees and syndication fees – is recognised as the related services are performed. If a loan commitment is not expected to result in the draw-down of a loan, then the related loan commitment fee is recognised on a straight-line basis over the commitment period.

A contract with a customer that results in a recognised financial instrument in the Company's financial statements may be partially in the scope of SLFRS 9 and partially in the scope of SLFRS 15. If this is the case, then the Company first applies SLFRS 9 to separate and measure the part of the contract that is in the scope of SLFRS 9 and then applies SLFRS 15 to the residual.

Other fee and commission expenses relate mainly to transaction and service fees, which are expensed as the services are received.

The Company earns a fee and commission income from a diverse range of services it provides to its customers. Fee income can be divided in to two categories.

a) Fee Income earned from services that are provided over a certain period of time

Fees earned for the provision of services over a period of time are accrued over that period.

b) Fee Income from providing transaction services

Fees arising from negotiating or participating in the negotiation of a transaction for a third party.

4.13 OTHER OPERATING INCOME

(a) Dividend Income

Dividend income is recognised when the right to receive income is established. Usually, this is the ex-dividend date for quoted equity securities. Dividends are presented in net trading income, net income from other financial instruments at FVTPL or other revenue based on the underlying classification of the equity investment.

(b) Recovery of Bad Debts Written Off

Recovery of amounts written off as bad and doubtful debts is recognised when received.

(c) Other Income

Other income is recognised on an accrual basis.

4.14 PERSONNEL EXPENSES

Short term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided. A liability is recognized for the amount expected to be paid under short term cash bonus or profit-sharing plans if the Company has a present legal or constructive obligation to pay all employee benefits relating to employee services in the current and prior periods and the obligation can be estimated reliably.

4.15 TAXES

As per Sri Lanka Accounting Standard –LKAS 12 (Income Taxes),tax expense is the aggregate amount included in determination of profit or loss for the period in respect of current and deferred taxation. Income tax expense is recognised in the Income Statement, except to the extent it relates to items recognised directly in equity or other comprehensive income in which case it is recognised in equity or in other comprehensive income.

4.15.1 Current tax

Current tax assets and liabilities consist of amounts expected to be recovered from or paid to the Commissioner General of Inland Revenue in respect of the current year, using the tax rates and tax laws enacted or substantially enacted on the reporting date and any adjustment to the tax payable in respect of prior years.

Accordingly, provision for taxation is based on the profit for the year 2018 adjusted for taxation purposes in accordance with the provisions of the Inland Revenue Act No. 24 of 2017(Inland Revenue Act No.10 of 2006 and amendments thereto up to 31 March 2018) and the amendment thereto, at the rate specified in Note 14 to the Financial Statements.

4.15.2 Deferred tax

Deferred tax is recognised using the liability method in respect of temporary differences at the reporting date between the tax bases of assets and liabilities and their carrying amounts for financial reporting purposes.

Deferred tax assets are recognised for all deductible temporary differences, carried forward unused tax credits and unused tax losses (if any), to the extent that it is probable that future taxable profit will be available against which the deductible temporary differences, carried forward unused tax credits and unused tax losses can be utilised.

The carrying amount of deferred tax assets is reviewed at each financial reporting date and reduced to the extent it is probable that sufficient taxable profit will be available to allow the deferred tax asset to be utilised. Unrecognised deferred tax assets are reassessed at each reporting date and recognised to the extent that it has become probable that future taxable profit will allow the deferred tax asset to be recovered.

Deferred tax assets and liabilities are measured at the tax rates that are expected to apply in the year when the asset is realised or the liability is settled, based on the tax rates and tax laws that have been enacted or substantively enacted at the reporting date.

Current and deferred tax assets and liabilities are offset only to the extent that they relate to income taxes imposed by the same taxation authority, there is a legal right and intentions to settle on a net basis and it is allowed under the tax law of the relevant jurisdiction. Details of current tax liabilities and deferred tax liabilities / (assets) are given in Note 33 to the Financial Statements respectively.

4.15.3 Value Added Tax (VAT) on Financial Services

VAT on financial services is calculated in accordance with the Value Added Tax (VAT) Act No.14 of 2002 and subsequent amendments thereto. The base for the computation of value added tax on financial services is the accounting profit before VAT and income tax, adjusted for the economic depreciation and emoluments payable to employees including cash, non-cash benefits and provisions relating to terminal benefits.

4.15.4 Nation Building Tax (NBT) on Financial Services

NBT on financial services is calculated in accordance with Nation Building Tax (NBT) Act No 9 of 2009 and subsequent amendments thereto with effect from 01 January 2014. NBT on financial services is calculated as 2% of the value addition used for the purpose of VAT on financial services. This tax was abolished by the government with effect from 1st December 2019.

4.15.5 Debt Repayment Levy

According to the Finance Act No.35 of 2018,every financial institution shall pay 7% on the value addition attributable to the supply of financial services by such institution as DRL with effect from 01 October 2018.DRL is calculated based on the value addition used for the purpose of VAT on financial services. This tax was abolished by the government with effect from 1st January 2020.

4.15.6 Withholding Tax (WHT) on Dividends

Withholding tax on dividends distributed by the Company that arise from the distribution of dividends of the company is recognised at the time of liability to pay the related dividend is recognized. At present, the rate of 14% is deducted at source.

4.15.7 Economic Service Charge (ESC)

As per the provisions of the Economic Service Charge (ESC) Act No. 13 of 2006, and subsequent amendments thereto, the ESC is payable at 0.5% on liable gross turnover of the Company and is deductible from the income tax payments. Unclaimed ESC, if any, can be carried forward and set-off against the income tax payable in the three subsequent years. This tax was abolished by the government with effect from 1st January 2020.

4.16 REGULATORY PROVISIONS

4.16.1 Deposit Insurance and Liquidity Support Scheme

In terms of the Finance Companies Direction No.2 of 2010 "Insurance of Deposit Liabilities" issued on 27 September 2010 and subsequent amendments thereto, all Finance Companies are required to insure their deposit liabilities in the Deposit Insurance Scheme operated by the Monetary Board in terms of Sri Lanka Deposit Insurance Scheme Regulations No.1 of 2010 issued under Sections 32A to 32E of the Monetary Law Act with effect from 1 October 2010.The said Scheme was renamed as the "Sri Lanka Deposit Insurance and Liquidity Support Scheme" as per the Sri Lanka Deposit Insurance and Liquidity Support Scheme Regulation No. 1 of 2013.

The deposits to be insured shall include demand, time and savings deposit liabilities and exclude the following.

- Deposit liabilities to member institutions
- Deposit liabilities to the Government of Sri Lanka
- Deposit liabilities to shareholders, directors, key management personnel and other related parties as defined in Finance Companies Act(Corporate Governance) Direction No.3 of 2008 for Registered Finance Companies
- Deposit liabilities held as collateral against any accommodation granted
- Deposits falling within the meaning of abandoned property in terms of the Banking Act and dormant deposits in terms of the Finance Companies Act, funds of which have been transferred to the Central Bank of Sri Lanka in terms of the relevant Directions issued by the Monetary Board.

Registered Finance Companies are required to pay a premium of 0.15% on total amount of eligible deposits as at end of the month with in a period of 15 days from the end of the respective month.

4.16.2 Crop Insurance Levy (CIL)

In terms of the Finance Act No. 12 of 2013, all institutions under the purview of Banking Act No.30 of 1988, Finance Business Act No.42 of 2011 and Regulation of Insurance Industry Act No. 43 of 2000 are required to pay 1% of the profit after tax as Crop Insurance Levy to the National Insurance Trust Fund effective from 01 April 2013.

4.17 EARNINGS PER SHARE (EPS)

Basic EPS is calculated by dividing the net profit or loss attributable to ordinary equity shareholders of the Company by the weighted average number of ordinary shares outstanding during the period. Diluted EPS is determined by adjusting the profit or loss attributable to ordinary shareholders and the weighted average number of ordinary shares outstanding for the effects of all dilutive potential ordinary shares if any.

4.18 COMMITMENTS AND CONTINGENCIES

Contingent Liabilities are possible obligations whose existence will be confirmed only by uncertain future events or present obligations where the transfer of economic benefits is not probable or cannot be readily measured as defined in the Sri Lanka Accounting Standard – LKAS 37 on 'Provisions, Contingent liabilities and Contingent assets'.

Financial guarantees and undrawn loan commitments

The Company issues financial guarantees, letters of credit and loan commitments.

Financial guarantees are initially recognised in the Financial Statements (within Provisions) at fair value, being the premium received. Subsequent to initial recognition, the Company's liability under each guarantee is measured at the higher of the amount initially recognised less cumulative amortization recognised in the income statement, and ECL Provision under SLFRS 9.

The premium received is recognised in the income statement in Net fees and commission income on a straight line basis over the life of the guarantee.

Undrawn loan commitments are commitments under which, over the duration of the commitment, the Company is required to provide a loan with pre-specified terms to the customer. From These contracts are in the scope of the ECL requirements.

The nominal contractual value of financial guarantees, letters of credit and undrawn loan commitments, where the loan agreed to be provided is on market terms, are not recorded on in the statement of financial position. The nominal values of these instruments are disclosed in Note 43.

5. SRI LANKA ACCOUNTING STANDARDS NOT YET EFFECTIVE AS AT 31 MARCH 2020

The following Sri Lanka Accounting Standards have been issued by the Institute of Chartered Accountants of Sri Lanka, which is not yet effective as at 31st March 2020. The Company intends to adopt these standards, if applicable, when they become effective.

5.1. SLFRS 17 INSURANCE CONTRACTS

SLFRS 17 Insurance Contracts, is a comprehensive new accounting standard for insurance contracts covering recognition and measurement, presentation and disclosures. Once effective, SLFRS 17 replaces existing SLFRS 4 Insurance contracts. The overall objective of SLFRS 17 is to provide an accounting model for insurance contracts that is more useful and consistent for insurers.

SLFRS 17 is effective for reporting periods beginning on or after 1 January 2021. Early application permitted, if the entity is applying SLFRS 16 and SLFRS 15 on or before the date in which it first apply SLFRS17.This standard is not applicable to the Company.

5.2 AMENDMENTS TO LKAS 1 AND LKAS 8: DEFINITION OF MATERIAL

Amendments to LKAS 1 Presentation of Financial Statements and LKAS 8 Accounting policies, Changes in accounting Estimates and Errors are made to align the definition of "material" across the standard and to clarify certain aspects of the definition. The new definition states that, information is material if omitting or obscuring it could reasonably be expected to influence decisions that the primary users of general purpose financial statements make on the basis of those financial statements, which provide financial information about a specific reporting entity.

The amendments are applied prospectively for the annual periods beginning on or after 1 January 2020 with early application permitted.

The amendments to the definition of material are not expected to have a significant impact on the Company's Financial Statements.

5.3 AMENDMENTS TO SLFRS 3: DEFINITION OF A BUSINESS

Amendments to the definition of a business in SLFRS 3 Business Combinations are made to help the entities determine whether an acquired set of activities and assets is a business or not. They clarify the minimum requirements for a business, remove the assessment of whether market participants are capable of replacing any missing elements, add guidance to help entities assess whether an acquired process is substantive, narrow the definition of a business and of outputs, and introduce an optional fair value concentration test.

Since the amendments are applied prospectively to all business combinations and asset acquisitions for which the acquisition date is on or after the first annual reporting period beginning on or after 1 January 2020 with early application permitted.

5.4 AMENDMENTS TO REFERENCES TO THE CONCEPTUAL FRAMEWORK IN SLFRS STANDARDS

Revisions to the Conceptual Framework were made because some important issues were not covered and some guidance was unclear or out of date. The revised Conceptual Framework includes:

- A new chapter on measurement;
- Guidance on reporting financial performance;
- Improved definitions of an asset and a liability, and guidance supporting these definitions; and
- Clarifications in important areas, such as the roles of stewardship, prudence and measurement uncertainty in financial reporting

Since the amendments are effective for annual periods beginning on or after 1 January 2020, the Company will not be affected by these amendments as at the reporting date. Further, the amendments to the references to the conceptual framework in SLFRS standards are not expected to have a significant impact on the Company's Financial Statements.

6. THE IMPACT OF COVID 19

With the declaration of COVID – 19 as a global pandemic by World Health Organization ("WHO") during March 2020, Sri Lankan government also resorted to varying levels of public health measures, including nationwide curfews, travel bans and border closures to tackle the pandemic. These measures while supporting the safeguard of the nation caused massive impact on people's lives, families and communities and significant consequences on national economies and global trade.

The immediate precautionary measure by the Government was to impose island wide curfew. Since no access to office was feasible the Company immediately planned to "work from home" and facilitated the key management personnel and the key required personnel to work from home. The subsequent announcement by the Government that Banks and Non-Bank Financial Institutions are an essential Service Provider led the Company to operate with critical functions to ensure uninterrupted service to its valued customers. The Company serviced its Fixed Deposit Customers by servicing timely interest via CEFTS and other ways of bank transfers.

Liquidity was a major concern for many of the small and medium scale companies and daily monitoring of cash flow requirement was immediately started. All possible cost reduction measures were initiated to secure available liquid assets. The Company could maintain a healthy liquidity position even during the hard time of outbreak. Meantime the Central bank of

Sri Lanka issued circular No.04 and 05 of 2020 on debt moratorium which caused direct impact to rental collection of the Company. The Company established procedures to ensure all moratorium requests are properly collected and attended individually to ensure the Covid – 19 impacted customers are given the required relief. However, the CBSL announcement of Covid - 19 moratorium and the Government decision of country lock down is likely to have negative consequences on the Company's performance and the liquidity position. The Company has assessed the probable impact stemming from Covid – 19 outbreak and the key assessments are listed below.

- Based on the available information and management's best judgement, it is determined the appropriateness of the Going concern assumptions in preparing Financial Statements for the year ended 31 March 2020.
- Despite the challenging environment of having difficulties in collecting the company dues and the difficulties in getting funding lines from banks and other financial institutions, the Company was able to maintain a stable liquidity position and safeguard the interest of the stakeholders.
- The unutilized Overdraft facilities, the available excess investment and already negotiated funding lines and were used as a cushion to absorb any sudden liquidity shocks.
- A more prudent cost control mechanism was in place which ensured an effective cost structure in the Company. There is a considerable degree of judgement involved in making the above assessments.

The underline assumptions are also subject to certain level of uncertainty and are mostly out of the control of the Company. Hence the actual economic conditions are likely to be different from the anticipated events. The effect of those differences may have significant impact on accounting judgement and estimates included in these Financial Statements. The Management evaluated the key assumptions used in the above estimates and judgements under probable stress scenarios such as, retention ratio of Fixed Deposits, Ratio of Rental Collection and Re-imposing of CBSL liquid asset requirement. After evaluating the above by the Management, and after due consideration of the range and likelihood of outcomes, the Management is satisfied that the Company have adequate resources to continue in operational existence for the foreseeable future and continue to adopt the going concern basis in preparing and presenting these financial statements

6.1 FINANCIAL REPORTING IMPACT DUE TO COVID 19

Guidance notes on accounting considerations of the COVID 19 outbreak issued by Institute of Chartered Accountants of Sri Lanka (CA Sri Lanka) has provided following measures which have been applied in preparation of these Annual Financial Statements;

Expected credit loss assessment

Company has used Probability of Default (PD), Loss Given Default (LGD) and Economic Factor Adjustment computed in 31 December 2019 to assess the expected credit losses as at 31 March 2020 due to uncertainties and lack of sufficient information available to make any adjustments to factor the impact of COVID 19. However the Company has increased the weightage assigned to worst case scenario as at 31 March 2020 to capture potential impact of COVID 19.

7. NET INTEREST INCOME

7.1 INTEREST INCOME

Year ended 31 March	2020 Rs.	2019 Rs.
Interest income on lease receivables	489,736,214	397,647,755
Interest income on hire purchase receivables	3,613,993	4,880,537
Interest income on factoring receivables	81,381,567	20,346,431
Interest income on SME and other loan receivables	1,944,129,856	2,295,473,039
Interest income on personal loan receivables	106,421,613	161,574,708
Interest income on gold loan receivables	657,907,821	407,957,907
Interest income on revolving loan receivables	102,212,476	192,750,000
Interest income on government securities	154,367,743	159,972,870
Interest income on placements with banks	67,462,589	33,846,312
Total interest income	3,607,233,872	3,674,449,559

7.2 INTEREST EXPENSES

Year ended 31 March	2020 Rs.	2019 Rs.
Due to customers		
Interest expenses on time deposits	2,200,408,429	2,075,291,731
Interest expenses on savings deposits	3,662,058	2,826,236
Due to banks	-	
Interest expenses on bank borrowings	174,613,606	212,708,924
Other borrowed funds	-	
Interest expenses on securitised borrowings	100,133,065	51,117,868
Interest expenses on debentures	37,709,359	148,612,552
Total interest expenses	2,516,526,516	2,490,557,311
Net interest income	1,090,707,356	1,183,892,248

8. FEE AND COMMISSION INCOME

Year ended 31 March	2020 Rs.	2019 Rs.
Documentation and processing fees	118,800,455	79,922,999
SME fee income	-	140,286,192
Sundry Income	9,599,568	5,470,442
Total fee and commission income	128,400,023	225,679,633

9. OTHER OPERATING INCOME

Year ended 31 March	2020 Rs.	2019 Rs.
Profit on disposal of property, plant and equipment	4,434,229	427,716
Profit from sale of real estates	1,597,736	-
Recovery of bad debts written off	40,785,181	80,129,694
Income from hiring vehicles	32,248,778	35,377,180
Dividend income	2,276,342	2,828,289
Total other operating income	81,342,265	118,762,879

10. CREDIT LOSS EXPENSE ON FINANCIAL ASSETS AND OTHER LOSSES

10.1 The table below shows the expected credit loss (ECL) charges for financial instruments for the year ended 31.03.2020 recorded in the income statement.

	2020			
	Rs. Stage 1	Rs. Stage 2	Rs. Stage 3	Rs. Total
Lease & Hire Purchase receivables	3,241,260	5,822,547	31,698,374	40,762,181
Gold Loans	452,706	188,567	7,152,365	7,793,637
Factoring	14,370,254	13,082,447	15,206,101	42,658,802
Loan receivables	(63,994,887)	(16,117,988)	274,502,853	194,389,978
Other Receivable	-	-	6,041,554	6,041,554
Write offs	-	-	98,490,914	98,490,914
	(45,930,666)	2,975,573	433,092,160	390,137,067

10.2 The table below shows the expected credit loss (ECL) charges for financial instruments for the year ended 31.03.2019 recorded in the income statement.

	2019			
	Rs. Stage 1	Rs. Stage 2	Rs. Stage 3	Rs. Total
Lease & Hire Purchase receivables	6,034,415	13,807,081	57,474,324	77,315,820
Gold Loans	480,939	40,952	1,597,095	2,118,986
Loan receivables	(153,004,537)	27,214,410	249,085,405	123,295,278
Other Receivable	(210,454)	(256,649)	(12,581,112)	(13,048,215)
Write offs	-	-	-	-
	(146,699,637)	40,805,794	295,575,712	189,681,869

11. PERSONNEL EXPENSES

Year ended 31 March	2020 Rs.	2019 Rs.
Salaries and bonus	366,771,228	378,634,086
Contribution to defined contribution plan	51,304,215	51,423,641
Gratuity charge for the year	12,510,739	9,145,053
Others	12,428,174	8,368,954
	443,014,356	447,571,734

12. OTHER OPERATING EXPENSES

Year ended 31 March	2020 Rs.	2019 Rs.
Directors' emoluments	6,136,818	5,470,500
Auditors' remuneration	3,100,000	5,275,000
Professional & legal expenses	62,098,686	71,370,589
Depreciation on property, plant & equipment	55,223,848	65,458,955
Amortization of intangible assets	19,535,231	6,764,438
Deposit insurance premium	24,850,000	22,498,000
Secretarial Fee	2,946,837	2,312,277
Office administration & establishment expenses	690,676,814	561,700,315
Advertising expenses	63,496,553	63,725,414
Other expenses	24,765,758	22,032,606
	952,830,545	826,608,094

13. TAXES ON FINANCIAL SERVICES

Year ended 31 March	2020 Rs.	2019 Rs.
Value added tax on financial services	30,532,355	(7,159,552)
Nation building tax on financial services	4,672,795	(954,607)
Debt repayment levy on financial services	17,875,455	9,472,224
	53,080,605	1,358,065

14. INCOME TAX EXPENSE

14.1 The major components of income tax expense for the year ended 31st March are as follows:

Year ended 31 March	2020	2019
Income statement	Rs.	Rs.
Current tax expense	-	-
Income tax for the year	-	-
Under/ (Over) provision of current taxes in respect of previous years	-	-
Deferred tax expense		
Deferred taxation charge (refer note 33)	(204,653,631)	(140,854,189)
	(204,653,631)	(140,854,189)

14.2 A reconciliation of the accounting profit to current tax expense is as follows.

Year ended 31 March	2020	2019
	Rs.	Rs.
Accounting profit before income tax	-	63,114,999
At the statutory income tax rate of 28%	-	17,672,200
Tax effect of non deductible expenses	-	33,978,780
Tax effect of other allowable credits	-	(77,078,602)
Tax effect of lease capital generation	-	32,315,811
Tax effect of losses claimed	-	(24,205,077)
Under/ (Over) provision of current taxes in respect of previous years	-	-
Deferred tax expense	(204,653,631)	(140,854,189)
	(204,653,631)	(158,171,077)

The Company's income is taxed at the rate of 28% during the years 2020 and 2019.

15. EARNINGS PER ORDINARY SHARE - BASIC/DILUTED

Year ended 31 March	2020	2019
	Rs.	Rs.
Profit attributable to ordinary shareholders (Rs.)	(333,959,297)	203,969,188
Weighted average number of ordinary shares during the year (15.1)	77,902,188	67,928,384
Basic/Diluted earnings per ordinary share (Rs.)	(4.29)	3.00

15.1 WEIGHTED AVERAGE NUMBER OF ORDINARY SHARES (BASIC)

	Outstanding No. of Shares		Weighted Average No. of Shares	
	2020	2019	2020	2019
Number of shares in issue as at 1 April	67,928,384	67,928,384	67,928,384	67,928,384
Add: New shares from Rights Issue	35,440,896	-	9,973,804	-
Number of shares in issue/weighted average number of ordinary shares at 31st March	103,369,280	67,928,384	77,902,188	67,928,384

There have been no transactions involving ordinary shares or potential ordinary shares between the reporting date and the date of the completion of these financial statements, which would require the restatement of EPS.

16. DIVIDENDS PAID

Year ended 31 March	2020 Rs.	2019 Rs.
Paid during the year	-	-
Number of Ordinary Shares	103,369,280	67,928,384
Dividends per Ordinary Share (Rs.)	-	-

17. ANALYSIS OF FINANCIAL INSTRUMENTS BY MEASUREMENT BASIS

Financial Instruments are measured on an ongoing basis either at fair value or at amortised cost. The summary of Significant Accounting Policies describes how each category of financial instruments is measured and how income and expenses, including fair value gains and losses, are recognised. The following table provides a reconciliation between line items in the Statement of Financial Position and categories of financial instruments.

17.1 ANALYSIS OF FINANCIAL INSTRUMENTS BY MEASUREMENT BASIS

As at 31 March 2020	Amortised Cost Rs.	Equity instruments - FVOCI Rs.	Total Rs.
Financial Assets			
Cash and bank balances	1,251,047,839	-	1,251,047,839
Securities purchased under repurchase agreements	1,554,145,000	-	1,554,145,000
Factoring receivables	600,088,173		600,088,173
Gold loan receivables	2,940,869,436	-	2,940,869,436
Loan Receivables	11,011,141,328	-	11,011,141,328
Lease & hire purchase receivables	2,160,284,390	-	2,160,284,390
Other assets	1,916,005,149	-	1,916,005,149
Equity instruments at fair value through OCI		136,137,280	136,137,280
Total Financial Assets	21,433,581,315	136,137,280	21,569,718,595
Financial Liabilities			
Bank overdraft	65,076,586	-	65,076,586
Due to other customers	17,063,396,151	-	17,063,396,151
Debt issued and other borrowed funds	2,113,949,778	-	2,113,949,778
Other payables	463,180,529	-	463,180,529
Total Financial Liabilities	19,705,603,044	-	19,705,603,044

As at 31 March 2019	Amortised Cost	Equity instruments - FVOCI	Total
	Rs.	Rs.	Rs.
Financial Assets			
Cash and bank balances	933,439,266	-	933,439,266
Securities purchased under repurchase agreements	1,523,032,534	-	1,523,032,534
Factoring receivables	309,225,914	-	309,225,914
Gold loan receivables	2,009,717,061	-	2,009,717,061
Loan Receivables	13,893,841,388	-	13,893,841,388
Lease & hire purchase receivables	1,970,566,792	-	1,970,566,792
Other assets	1,690,376,240	-	1,690,376,240
Equity instruments at fair value through OCI	-	224,854,875	224,854,875
Total Financial Assets	22,330,199,195	224,854,875	22,555,054,070
Financial Liabilities			
Bank overdraft	818,689,936	-	818,689,936
Due to other customers	17,115,400,246	-	17,115,400,246
Debt issued and other borrowed funds	2,524,015,987	-	2,524,015,987
Other payables	189,797,627	-	189,797,627
Total Financial Liabilities	20,647,903,796	-	20,647,903,796

18. CASH AND BANK BALANCES

As at 31 March	2020	2019
	Rs.	Rs.
Cash in hand	70,008,040	425,238,474
Balances with local banks	319,589,218	284,656,330
	389,597,258	709,894,804

19. PLACEMENTS WITH BANKS

As at 31 March	2020	2019
	Rs.	Rs.
Placements with banks	861,901,274	223,995,154

19.1 The movement in provision for expected credit losses are as follows.

As at 31 March	2020	2019
	Rs.	Rs.
	Stage 1	Total
Balance as at 01st April	450,692	-
Charge/(Reversal) for the year	-	450,692
Balance as at 31st March	450,692	450,692
Net of Placement with Banks	861,450,581	223,544,462

20. SECURITIES PURCHASED UNDER REPURCHASE AGREEMENTS

As at 31 March	2020 Rs.	2019 Rs.
Securities purchased under repurchase agreements	1,554,145,000	1,523,032,534
	1,554,145,000	1,523,032,534

21. FACTORING RECEIVABLES

As at 31 March	2020 Rs.	2019 Rs.
Gross factoring receivable	642,746,975	309,225,914
Less : Allowance for expected credit losses	(42,658,802)	-
	600,088,173	309,225,914

21.1 ANALYSIS OF FACTORING RECEIVABLES ON MAXIMUM EXPOSURE TO CREDIT RISK

As at 31 March 2020	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Gross factoring receivable	547,238,887	68,669,541	26,838,547	642,746,975
Allowance for expected credit losses (ECL)	(14,370,254)	(13,082,447)	(15,206,101)	(42,658,802)
	532,868,633	55,587,093	11,632,446	600,088,173

21.2 ANALYSIS OF FACTORING RECEIVABLES ON MAXIMUM EXPOSURE TO CREDIT RISK

As at 31 March 2019	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Gross factoring receivable	244,462,837	58,716,531	6,046,546	309,225,914
Allowance for expected credit losses (ECL)	-	-	-	-
	244,462,837	58,716,531	6,046,546	309,225,914

22. GOLD LOAN RECEIVABLES

As at 31 March	2020 Rs.	2019 Rs.
Gold loan receivables	2,953,867,305	2,014,921,293
Less : Allowance for expected credit losses/ collective impairment (Note 22.1)	(12,997,869)	(5,204,232)
	2,940,869,436	2,009,717,061

22.1 ANALYSIS OF GOLD LOAN RECEIVABLES ON MAXIMUM EXPOSURE TO CREDIT RISK

As at 31 March 2020	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Gross Gold loan receivable subject to collective impairment	1,633,126,999	742,952,820	577,787,486	2,953,867,305
Allowance for expected credit losses (ECL)	(1,500,594)	(1,309,513)	(10,187,763)	(12,997,869)
	1,631,626,405	741,643,307	567,599,723	2,940,869,436

22.2 ANALYSIS OF GOLD LOAN RECEIVABLES ON MAXIMUM EXPOSURE TO CREDIT RISK

As at 31 March 2019	**Stage 1** **Rs.**	**Stage 2** **Rs.**	**Stage 3** **Rs.**	**Total** **Rs.**
Gross Gold loan receivable subject to collective impairment	1,272,996,467	597,382,066	144,542,760	2,014,921,293
Allowance for expected credit losses (ECL)	(1,047,888)	(1,120,946)	(3,035,398)	(5,204,232)
	1,271,948,579	596,261,120	141,507,362	2,009,717,061

22.3 ALLOWANCE FOR EXPECTED CREDIT LOSSES/IMPAIRMENT LOANS SUBJECT TO COLLECTIVE IMPAIRMENT

Year ended 31 March	2020 Rs.	**2019** **Rs.**
Balance as at 01st April	5,204,232	1,084,040
Impact of adoption of SLFRS 09 as at 01st April 2018 (Note 6)	-	2,001,206
	5,204,232	3,085,246
Charge/ (Reversal) to income statement	7,793,637	2,118,986
Balance as at 31st March	12,997,869	5,204,232

22.4 MOVEMENT IN ALLOWANCE FOR EXPECTED CREDIT LOSSES

As at 31 March 2020	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Balance as at 01st April 2019	1,047,888	1,120,946	3,035,398	5,204,232
Charge/ (Reversal) to income statement (Note 10.1)	452,706	188,567	7,152,365	7,793,637
Balance as at 31st March 2020	1,047,888	1,120,946	3,035,398	12,997,869

22.5 MOVEMENT IN ALLOWANCE FOR EXPECTED CREDIT LOSSES

As at 31 March 2019	**Stage 1** **Rs.**	**Stage 2** **Rs.**	**Stage 3** **Rs.**	**Total** **Rs.**
Balance as at 01st April 2018	566,949	1,079,994	1,438,303	3,085,246
Charge/ (Reversal) to income statement (Note 10.1)	480,939	40,952	1,597,095	2,118,986
Balance as at 31st March 2019	1,047,888	1,120,946	3,035,398	5,204,232

23. LOAN RECEIVABLES

As at 31 March	2020 Rs.	2019 Rs.
Revolving loan receivables	1,686,091,491	1,605,647,175
Vehicle loan receivables	2,033,730,246	1,400,125,033
Personal/Business loan receivables	8,637,108,307	11,878,915,220
Gross loan receivables	12,356,930,044	14,884,687,428
Less : Allowance for expected credit losses/ individual impairment (Note 23.3)	(224,623,192)	(192,943,551)
Less : Allowance for expected credit losses/ collective impairment (Note 23.4)	(1,121,165,524)	(958,455,186)
	11,011,141,328	13,733,288,691

23.1 ANALYSIS OF LOAN RECEIVABLES ON MAXIMUM EXPOSURE TO CREDIT RISK

As at 31 March 2020	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Gross loan receivables - subject to collective impairment	3,114,842,117	1,438,775,996	7,803,311,931	12,356,930,044
Allowance for expected credit losses(ECL)	(56,581,930)	(125,250,399)	(1,163,956,386)	(1,345,788,715)
	3,058,260,187	1,313,525,597	6,639,355,545	11,011,141,328

23.2 ANALYSIS OF LOAN RECEIVABLES ON MAXIMUM EXPOSURE TO CREDIT RISK

As at 31 March 2019	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Gross loan receivables - subject to collective impairment	8,062,092,159	3,495,978,533	3,326,616,736	14,884,687,428
Allowance for expected credit losses(ECL)	(120,576,817)	(141,368,387)	(889,453,533)	(1,151,398,737)
	7,941,515,342	3,354,610,146	2,437,163,203	13,733,288,691

23.3 ALLOWANCE FOR EXPECTED CREDIT LOSSES/IMPAIRMENT - INDIVIDUALLY IMPAIRED LOANS

As at 31 March	2020 Rs.	2019 Rs.
Balance as at 01st April	192,943,551	338,953,244
Charge/ (Reversal) to income statement	31,679,641	(146,009,693)
Balance as at 31st March	224,623,192	192,943,551

23.4 ALLOWANCE FOR EXPECTED CREDIT LOSSES/IMPAIRMENT - LOANS SUBJECT TO COLLECTIVE IMPAIRMENT

As at 31 March	2020 Rs.	2019 Rs.
Balance as at 01st April	958,455,186	572,145,598
Impact of adoption of SLFRS 09 as at 01st April 2018	-	592,062,447
	958,455,186	1,164,208,045
Charge/ (Reversal) to income statement	162,710,337	(205,752,859)
Balance as at 31st March	1,121,165,524	958,455,186

23.5 MOVEMENT IN ALLOWANCE FOR EXPECTED CREDIT LOSSES

	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Balance as at 01st April 2019	120,576,817	141,368,387	889,453,533	1,151,398,737
Charge/(Reversal) to income statement (Note 10.1)	(63,994,887)	(16,117,988)	274,502,853	194,389,978
Balance as at 31st March 2020	56,581,930	125,250,399	1,163,956,386	1,345,788,715

23.6 MOVEMENT IN ALLOWANCE FOR EXPECTED CREDIT LOSSES

	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Balance as at 01st April 2018	283,080,266	115,233,972	1,104,847,051	1,503,161,289
Charge/(Reversal) to income statement (Note 10.1)	(162,503,449)	26,134,415	(215,393,518)	(351,762,552)
Balance as at 31st March 2019	120,576,817	141,368,387	889,453,533	1,151,398,737

24. LEASE & HIRE PURCHASE RECEIVABLES - AT AMORTIZED COST

As at 31 March	2020 Rs.	2019 Rs.
Total lease & hire purchase rentals receivable	3,018,071,930	2,823,580,057
Less: Unearned interest income	(707,461,487)	(748,022,514)
Gross lease & hire purchase receivable	2,310,610,442	2,075,557,543
Less: Allowance for expected credit losses/ collective impairment (Note 24.3 & 24.4)	(150,326,052)	(109,563,871)
Net lease receivable (Note 24.1 & 24.2)	2,160,284,390	1,965,993,672

24.1 MATURITY ANALYSIS OF NET LEASE & HIRE PURCHASE RECEIVABLE

As at 31 March 2020	1 Year Rs.	1- 5 Year Rs.	Over 5 Years Rs.	Total Rs.
Total lease rentals receivable (Net of VAT suspense and prepaid rentals)	1,433,474,507	1,584,597,423	-	3,018,071,930
Less: Unearned lease interest income	(348,332,690)	(359,128,797)	-	(707,461,487)
Gross lease receivable	1,085,141,817	1,225,468,626	-	2,310,610,442
Less: Allowance for expected credit losses				(150,326,052)
Net lease receivable				2,160,284,390

24.2 MATURITY ANALYSIS OF NET LEASE & HIRE PURCHASE RECEIVABLE

As at 31 March 2019	1 Year Rs.	1- 5 Year Rs.	Over 5 Years Rs.	Total Rs.
Total lease rentals receivable (Net of VAT suspense and prepaid rentals)	1,331,498,953	1,492,081,104	-	2,823,580,057
Less: Unearned lease interest income	(391,457,933)	(356,564,582)	-	(748,022,514)
Gross lease receivable	940,041,021	1,135,516,523	-	2,075,557,543
Less: Provision for collective impairment				(109,563,871)
Net lease receivable				1,965,993,672

24.3 ANALYSIS OF LEASE & HIRE PURCHASE RECEIVABLES ON MAXIMUM EXPOSURE TO CREDIT RISK

As at 31 March 2020	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Gross receivables - subject to collective impairment	1,344,903,306	493,287,403	472,419,733	2,310,610,442
Allowance for expected credit losses (ECL)	(12,397,193)	(26,561,551)	(111,367,308)	(150,326,052)
	1,332,506,113	466,725,852	361,052,426	2,160,284,390

24.4 ANALYSIS OF LEASE & HIRE PURCHASE RECEIVABLES ON MAXIMUM EXPOSURE TO CREDIT RISK

As at 31 March 2019	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Gross receivables - subject to collective impairment	1,112,696,150	620,054,212	342,807,181	2,075,557,543
Allowance for expected credit losses (ECL)	(9,155,933)	(20,739,004)	(79,668,935)	(109,563,872)
	1,103,540,217	599,315,208	263,138,246	1,965,993,671

24.5 ALLOWANCE FOR EXPECTED CREDIT LOSSES/IMPAIRMENT - LOANS SUBJECT TO COLLECTIVE IMPAIRMENT

	2020 Rs.	2019 Rs.
Collective Impairment		
Balance as at 01st April	95,527,460	121,881,556
Impact of adoption of SLFRS 09 as at 1st April 2018	-	(1,863,815)
	95,527,460	120,017,741
Charge/(Reversal) to income statement	33,353,705	(24,490,281)
Balance as at 31st March	128,881,165	95,527,460
Individual Impairment		
Balance as at 01st April	14,036,411	10,090,351
Charge/(Reversal) to income statement	7,408,476	3,946,060
Balance as at 31st March	21,444,887	14,036,411

24.6 MOVEMENT IN ALLOWANCE FOR EXPECTED CREDIT LOSSES

As at 31 March 2020	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Balance as at 31st March 2019	9,155,933	20,739,004	79,668,935	109,563,872
Impact of adoption of SLFRS 09 as at 01st April 2018	-	-	-	-
Charge/(Reversal) to income statement (Note 10.1)	3,241,260	5,822,547	31,698,374	40,762,181
Balance as at 31st March 2020	12,397,193	26,561,551	111,367,309	150,326,053

24.7 MOVEMENT IN ALLOWANCE FOR EXPECTED CREDIT LOSSES

As at 31 March 2019	Stage 1 Rs.	Stage 2 Rs.	Stage 3 Rs.	Total Rs.
Balance as at 31st March 2018	870,442	3,606,303	127,495,163	131,971,908
Impact of adoption of SLFRS 09 as at 1st April 2018	22,013,460	3,325,620	(27,202,895)	(1,863,815)
Charge/(Reversal) to income statement (Note 10.1)	(13,727,969)	13,807,081	(20,623,333)	(20,544,221)
Balance as at 31st March 2019	9,155,933	20,739,004	79,668,935	109,563,872

24.8 ERROR CORRECTION ON IMPAIRMENT

Reconciliation of error correction on Impairment related to Financial year 2017/18 as follows:

At the initial point of forecasting future cash flows for financial year ended 31.03.2018, the company had not taken in to consideration, certain available information. Therefore in order to rectify this error, the company has re-forecasted the relevant future cash flows and made the necessary adjustments as follows,

	Balance as at 31.03.2018 Rs.	Impairment Correction Rs.	Net of First Time Adoption Rs.	Adjusted Balance as at 31.03.2018 Rs.	Charge during the year 18/19 Rs.	Adjusted Balance as at 31.03.2019 Rs.
Loans	751,630,185	148,900,975	128,968,792	1,029,499,952	121,898,785	1,151,398,737
Lease & Hire Purchase	127,398,787	1,551,899	(99,723,856)	29,226,830	80,337,041	109,563,871
Other	111,142,462	-	9,127,639	120,270,101	(12,553,958)	107,716,143
	990,171,434	150,452,874	38,372,575	1,178,996,883	189,681,869	1,368,678,752

25. OTHER ASSETS

As at 31 March	2020 Rs.	2019 Rs.
Financial Assets		
Trading Vehicles	-	2,160,344
Repossessed vehicle stock	29,444,566	29,444,566
Less: Provision for repossessed stock	(18,920,228)	(18,920,228)
Real state stock	191,696,539	157,753,097
Less: Impairment for Real state stock	(16,999,847)	(4,261,348)
Insurance premium receivable	-	24,111,951
Other receivables	192,819,852	191,316,058
Less: Impairment for insurance premium receivable and other receivables	(1,719,419)	(8,039,987)
	376,321,462	373,564,453
Non-Financial Assets		
Deposits & Prepayments	159,176,229	222,765,363
Inventories	1,848,275	817,355
Income tax receivable	254,052,137	239,671,653
Taxes receivable	110,305,036	160,952,938
	525,381,677	624,207,309
	901,703,139	997,771,762

26. EQUITY INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME

As at 31 March	Notes	2020 Rs.	2019 Rs.
Equity instruments at fair value through OCI - Quoted	26.1	136,106,680	125,524,275
Equity instruments at fair value through OCI - Unquoted	26.2	30,600	99,330,600
		136,137,280	224,854,875

26.1 FINANCIAL INSTRUMENTS -QUOTED

	2020 Rs.		
	No. of Shares	Cost	Market Value
National Development Bank PLC	1,067,500	191,275,997	106,750,000
Asiri Hospitals PLC	1,467,834	40,018,290	29,356,680

	2019 Rs.		
	No. of Shares	Cost	Market Value
National Development Bank PLC	1,017,771	191,275,997	95,874,028
Asiri Hospitals PLC	1,467,834	40,018,290	29,650,247

26.2 FINANCIAL INSTRUMENTS - UNQUOTED

	2020 Rs.		
	No. of Shares	Cost	Market Value
Cargills Bank Ltd	-	-	-
Credit Information Bureau of Sri Lanka	100	30,600	30,600

	2019 Rs.		
	No. of Shares	Cost	Market Value
Cargills Bank Ltd	7,400,000	99,300,000	99,300,000
Credit Information Bureau of Sri Lanka	100	30,600	30,600

In 2020, the Company received dividends of Rs.2,276,342/- (2019-Rs.2,621,889/-) from these unquoted equity investments, recorded as other operating income. Furthermore, the company has received a script dividend of 49,729 shares from NDB in March 2020.

27. PROPERTY, PLANT AND EQUIPMENT

27.1 COST/VALUATION

	Balance as at 31.03.2019 Rs.	Additions Reclasifications Rs.	Revaluation surplus Rs.	Disposals Rs.	Balance as at 31.03.2020 Rs.
Owned Assets					
Freehold Land	210,000,000	-	8,000,000	-	218,000,000
Freehold Building	85,000,000	-	(1,000,000)	-	84,000,000
Officer Partitioning	146,410,916	13,741,780	-	-	160,152,696
Furniture & Fittings	82,467,050	2,073,370	-	-	84,540,420
Office equipment	274,380,139	8,057,521	-	(114,400)	282,323,260
Motor vehicles	12,165,356	-	-	(143,375)	12,021,981
Motor Vehicles (Hiring)	123,930,810	-	-	-	123,930,810
Sub Total	934,354,271	23,872,671	7,000,000	(257,775)	964,969,167
Leased Assets					
Furniture & Fittings	3,590,487	-	-	-	3,590,487
Office equipment	707,000	-	-	-	707,000
Motor vehicles	8,888,788	-	-	(8,888,788)	0
Motor Vehicles (Hiring)	3,631,213	-	-	-	3,631,213
Sub Total	16,817,488	-	-	(8,888,788)	7,928,700
Total Assets	951,171,759	23,872,671	7,000,000	(9,146,563)	972,897,867

27.2 ACCUMULATED DEPRECIATION

	Balance as at 31.03.2019 Rs.	Charge for the year Rs.	Disposals Rs.	Balance as at 31.03.2020 Rs.
Owned Assets				
Freehold Land	-	-	-	-
Freehold Building	4,250,000	4,250,000	(8,500,000)	(0)
Officer Partitioning	96,808,647	14,374,257	-	111,182,904
Furniture & Fittings	70,786,829	3,895,650	-	74,682,479
Office equipment	221,342,562	22,239,203	(17,093)	243,564,672
Motor vehicles	12,165,357	-	(143,375)	12,021,982
Motor Vehicles (Hiring)	20,241,615	9,724,000	-	29,965,615
Total Cost/ Valuation	425,595,010	54,483,111	(8,660,468)	471,417,653
Leased Assets				
Furniture & Fittings	3,590,487	-	-	3,590,487
Office equipment	707,000	-	-	707,000
Motor vehicles	5,629,599	740,757	(6,370,356)	-
Motor Vehicles (Hiring)	3,631,213	-	-	3,631,213
Sub Total	13,558,299	740,757	(6,370,356)	7,928,700
Total Depreciation	439,153,309	55,223,868	(15,030,824)	479,346,353

The Company has obtained a valuation for its freehold land located at 13, De Fonseka Place, Colombo 04 from a professionally qualified independent valuer on 31.03.2020.

27.3 NET BOOK VALUES

As at 31 March	2020 Rs.	2019 Rs.
Freehold Land	218,000,000	210,000,000
Freehold Building	84,000,000	80,750,000
Officer Partitioning	48,969,791	49,602,269
Furniture & Fittings	9,857,941	11,680,221
Office equipment	38,758,588	53,037,577
Motor vehicles	-	-
Motor Vehicles (Hiring)	93,965,195	103,689,196
Total carrying amount of Owned Assets	493,551,515	508,759,264
Leased Assets		
Furniture & Fittings	-	-
Office equipment	-	-
Motor vehicles	-	3,259,189
Motor Vehicles (Hiring)	-	-
Total carrying amount of Leased Assets	-	3,259,189
Total carrying amount of Assets	493,551,515	512,018,453

28. INTANGIBLE ASSETS

As at 31 March	2020 Rs.	2019 Rs.
Cost as at 01April	123,706,430	135,800,700
Additions, improvements & Transfers	142,384,966	(12,094,270)
Cost as at 31 March	266,091,396	123,706,430
Amortisation as at 01 April	64,520,349	57,755,911
Amortisation for the year	19,535,231	6,764,438
Accumulated amortisation as at 31 March	84,055,580	64,520,349
Net book value as at 31 March	182,035,815	59,186,081

29. RIGHT OF USE ASSETS

As at 31 March	2020 Rs.	2019 Rs.
Effect of adoption of SLFRS 16 as at 1st April 2019	254,744,783	-
Additions and improvements	7,003,007	-
Cost as at 31 March	261,747,791	-
Amortisation as at 01 April	42,509,029	-
Amortisation expenses for the year	42,365,270	-
Accumulated amortisation as at 31 March	84,874,299	-
Net book value as at 31 March	176,873,492	-

The initial application of SLFRS 16 resulted in non cash additions to right-of-use assets and lease liabilities of Rs.254.74 Mn at 1st April 2019.

30. DUE TO OTHER CUSTOMERS

As at 31 March	2020 Rs.	2019 Rs.
Fixed deposits	16,997,814,487	17,058,139,092
Saving deposits	65,581,665	57,261,154
	17,063,396,151	17,115,400,246

31. OTHER BORROWED FUNDS

As at 31 March	2020 Rs.	2019 Rs.
Bank Loans	946,175,712	1,373,425,197
Securitizations	1,167,774,067	381,190,488
Finance Lease	-	2,740,844
Debentures	-	766,659,458
	2,113,949,778	2,524,015,987

The company has not had any default of principal, interest or other breaches with regard to any liability during 2019 & 2020.

31.1 MOVEMENT IN OTHER BORROWED FUNDS

	2019 Rs.	Grantings/ Accrual Rs.	Repayments Rs.	2020 Rs.
Long-term borrowings	316,382,170	300,000,000	175,757,163	440,625,007
Short-term borrowings	1,050,000,000	1,900,000,000	2,450,000,000	500,000,000
Finance Lease	2,740,844	-	2,740,844	-
Debentures	759,090,000	-	759,090,000	-
Securitizations	352,047,387	1,018,200,000	292,047,387	1,078,200,000
Capital outstanding of debt issued and other borrowed funds	2,480,260,401	3,218,200,000	3,679,635,394	2,018,825,007
Interest Payable	43,755,586			95,124,771
Total Borrowings	2,524,015,987			2,113,949,778

31. OTHER BORROWED FUNDS (CONTD.)

31.2 TERM LOANS

As at 31 March	Tenor	Amortised cost	
		2020	2019
		Rs.	Rs.
Short term loans			
Commercial Bank	6 months	250,000,000	250,000,000
Hatton National Bank PLC		-	300,000,000
Seylan Bank PLC	3 months	250,000,000	300,000,000
Union Bank PLC		-	200,000,000
		500,000,000	1,050,000,000
Long term loans			
Seylan Bank PLC		-	57,285,500
Hatton National Bank PLC	36 Months	300,000,000	-
Commercial Bank PLC		-	31,180,000
People's Bank		-	30,000,000
Union Bank PLC	48 Months	140,625,007	197,916,670
		440,625,007	316,382,170
		940,625,007	1,366,382,170

The above short term loans and long term loans were institution wise aggregated value.

31.2.1 LOANS - ON MATURITY

	Payable within One Year	Payable after One Year	Total
	Rs.	Rs.	Rs.
Short term loans and long term loans payable	500,000,000	440,625,007	940,625,007
	500,000,000	440,625,007	940,625,007

31.2.2 Details of debentures issued

	No. of Debentures	Issue Date	Maturity Date	Rate of interest	Amortised cost	
					Face value	2020
					Rs.	Rs.
Unsecured, unlisted, subordinated, redeemable debentures						
Listed debentures						
Type A	-	29-Aug-14	28-Aug-19	10.00%	-	-
Type B	-	29-Aug-14	28-Aug-19	3 months treasury bill rate plus 1.50%	-	-
					-	-

	No. of Debentures	Issue Date	Maturity Date	Rate of interest	Amortised cost	
					Face value	2020
					Rs.	Rs.
Unsecured, unlisted, subordinated, redeemable debentures						
Listed debentures						
Type A	4,089,600	29-Aug-14	28-Aug-19	10.00%	408,960,000	413,038,048
Type B	3,501,300	29-Aug-14	28-Aug-19	3 months treasury bill rate plus 1.50%	350,130,000	353,621,410
					759,090,000	766,659,458

The Company has fully utilised the funds raised through debenture issues for the purposes specified in relevant prospectus.

32. OTHER PAYABLES

As at 31 March	2020	2019
	Rs.	Rs.
Non Financial Liabilities		
Accrued expenses	48,012,248	24,244,743
Related Party Payables (Note 32.1)	9,416,510	9,014,307
Deposit insurance premium	2,095,059	1,868,962
Dividend Payable	598,465	4,275,645
Lease Liability (Note 32.2 & 32.3)	174,215,505	-
Other payables	181,797,365	117,918,986
	416,135,153	157,322,643

32.1 RELATED PARTY PAYABLES

As at 31 March	2020	2019
	Rs.	Rs.
Softlogic BPO Services (Pvt) Ltd.	3,539,791	6,720,177
Softlogic Corporate Services (Pvt) Ltd.	511,017	544,322
Softlogic Information Technologies (Pvt) Ltd.	1,943,521	728,648
Softlogic Capital Ltd.	884,958	-
Central Hospitals Ltd.	73,450	-
Nextage (Pvt) Ltd.	336,884	-
Future Automobiles (Pvt) Ltd.	1,410,072	1,020,212
Softlogic Holdings PLC	716,818	947
	9,416,510	9,014,307

32.2 MOVEMENT OF LEASE LIABILITIES DURING THE YEAR IS AS FOLLOWS.

As at 31 March	2020 Rs.	2019 Rs.
Effect of adoption of SLFRS 16 as at 1 April	232,391,700	-
Additions	3,644,388	-
Accretion of interest	31,946,235	-
Payments during the year	(93,766,818)	-
Balance as at 31 March	174,215,505	-

32.3 MATURITY ANALYSIS OF LEASE LIABILITIES

As at 31 March	2020 Rs.	2019 Rs.
Less than one year	59,340,413	-
One to five years	113,549,193	-
More than five years	1,325,899	-
Total lease liabilities as at 31 March	174,215,505	-

33. DEFERRED TAX LIABILITIES/(ASSETS)

DEFERRED TAX (ASSETS), LIABILITIES AND INCOME TAX RELATES TO THE FOLLOWING

	Accelerated depreciation for tax purposes						
	Property, plant & equipment Rs.	Leased assets Rs.	Provision for loan losses Rs.	Revaluation on land Rs.	Retirement benefit obligation	Tax losses on leasing & Others Rs.	Total Rs.
Balance as at 1 April 2018	153,272,543	218,822,574	-	130,818,822	(28,833,306)	(474,426,921)	(346,288)
Impact of adoption of SLFRS 9 (Note 6)	-	-	(546,519,438)	-	-	-	(546,519,438)
Balance as at 1 April 2018	153,272,543	218,822,574	(546,519,438)	130,818,822	(28,833,306)	(474,426,921)	(546,865,726)
Income statement	5,818,156	(39,770,829)			(4,064,042)	81,485,478	43,468,763
Other comprehensive income				17,000,000	422,364		17,422,364
Balance as at 31 March 2019	159,090,699	179,051,745	(546,519,438)	147,818,822	(32,474,984)	(392,941,443)	(485,974,599)
Deferred Tax Asset as at 31 March 2019							136,072,888
Balance as at 1 April 2019	159,090,699	179,051,745	(546,519,438)	147,818,822	(32,474,984)	(392,941,443)	(485,974,599)
Income statement (Note 14.1)	19,013,031	13,130,181	-	-	-	(236,796,844)	(204,653,632)
Other comprehensive income	-			15,500,000	(8,314,858)	-	7,185,142
Other impacts on deferred taxation	-	-	-	-	-	(526,252,193)	(526,252,193)
Balance as at 31 March 2020	178,103,730	192,181,926	(546,519,438)	163,318,822	(40,789,842)	(1,155,990,480)	(1,209,695,282)
Deferred Tax Asset as at 31 March 2020							338,714,679

34. RETIREMENT BENEFIT OBLIGATIONS

An actuarial valuation of the gratuity fund of the Company was carried out as at 31 March 2020 by Messrs. Piyal S Goonethilleke & Associates, a firm of professional actuaries. The valuation method used by the actuary to value the fund is the "Projected Unit Credit Actuarial Cost Method", recommended by Sri Lanka Accounting Standard - LKAS 19 (Employee Benefits).

34.1 DEFINED BENEFIT OBLIGATION RECONCILIATION

As at 31 March	2020 Rs.	**2019** **Rs.**
Balance as at 01st April	32,474,984	28,833,306
Current service cost for the year	10,459,189	6,517,366
Interest on the defined benefit liability	3,633,950	2,981,363
Actuarial losses / (gains)	(651,956)	1,698,979
(Gains) / losses due to changes in assumptions	8,966,814	(2,121,343)
Benefits paid by the plan	(7,837,605)	(5,434,687)
Balance as at 31st March	47,045,376	32,474,984

34.2 AMOUNTS RECOGNISED IN OTHER COMPREHENSIVE INCOME (OCI)

As at 31 March	2020 Rs.	**2019** **Rs.**
Liability (gains)/losses due to changes in assumptions	(651,956)	1,698,979
Liability experience (gains)/losses arising during the year	8,966,814	(2,121,343)
Total amount recognized in OCI	8,314,858	(422,364)

34.3 ASSUMPTIONS

As at 31 March	2020 Rs.	**2019** **Rs.**
Discount rate	9.61%	11.19%
Future salary increment rate	8.00%	8.00%
Mortality	GA 1983	GA 1983
	Mortality Table	Mortality Table
Retirement age	55	55

Expected average future working life of the active participants is 7.2 years. (2019: 7.1 years)

34. RETIREMENT BENEFIT OBLIGATIONS (CONTD.)

34.4 SENSITIVITY ASSUMPTIONS EMPLOYED IN ACTUARIAL VALUATION

The following table demonstrates the sensitivity to a reasonably possible change in the key assumptions employed with all other variables held constant in the employment benefit liability measurement.

The sensitivity of the Income Statement and Gratuity liability is the effect of the assumed changes in discount rate and salary increment rate on the profit or loss and employment benefit obligation for the year.

Variable	Rate Change	2020		2019	
		Sensitivity Effect on gratuity liability-Increase/ (Decrease) in the Liability (Rs. Mn.)	Sensitivity Effect on Comprehensive Income-(Charged)/ Reversal (Rs. Mn.)	Sensitivity Effect on gratuity liability-Increase/(Decrease) in the Liability (Rs. Mn.)	Sensitivity Effect on Comprehensive Income-(Charged)/ Reversal (Rs. Mn.)
Discount rate	1.00%	(3.25 Million)	(3.25 Million)	(2.22 Million)	2.22 Million
Discount rate	-1.00%	3.67 Million	3.67 Million	2.52 Million	(2.52 Million)
Salary Increment rate	1.00%	3.62 Million	3.62 Million	2.52 Million	(2.52 Million)
Salary Increment rate	-1.00%	(3.27 Million)	(3.27 Million)	(2.26 Million)	2.26 Million

35. STATED CAPITAL

As at 31 March	2020		2019	
	No. of shares	Rs.	No. of shares	Rs.
Issued and Fully Paid-Ordinary shares				
Ordinary shares as at 01st April	67,928,384	2,002,269,999	67,928,384	2,002,269,999
Rights issue	35,440,896	602,495,232	-	-
Ordinary shares as at 31st March	103,369,280	2,604,765,231	67,928,384	2,002,269,999

The holders of ordinary shares are entitled to receive a dividend as declared from time to time and are entitled to one vote per share at the Annual General Meeting of the Company.

36. STATUTORY RESERVE FUND

The statutory reserve fund is maintained as required by Finance Companies (Capital Funds) Direction No.1 of 2003 as Finance Companies Act (amended) issued to Registered Finance Companies. As per the said Direction, every Registered Finance Company shall maintain a reserve fund, out of the net profit for each year after provisions for taxation and bad and doubtful debts. Accordingly 20% of the net profit for the year transferred to Reserve Fund as long as the capital funds are not less than 10% of total deposit liabilities.

As at 31 March	2020	2019
	Rs.	Rs.
Balance as at 01st April	260,448,732	219,654,894
Transfer during the year	-	40,793,838
Balance as at 31st March	260,448,732	260,448,732

37. REVALUATION RESERVE

Revaluation Reserve represents the fair value changes of freehold land as at the date of revaluation.

As at 31 March	2020 Rs.	2019 Rs.
Balance as at 01st April	115,489,682	103,249,682
Revaluation surplus (net of tax)	11,160,000	12,240,000
Balance as at 31st March	126,649,682	115,489,682

38. AFS RESERVE

As at 31 March	2020 Rs.	2019 Rs.
Balance as at 01st April	(105,770,012)	(62,476,571)
Change during the year (net of tax)	10,582,405	(43,293,441)
Balance as at 31st March	(95,187,607)	(105,770,012)

39. RETAINED EARNINGS

This represents the undistributed earnings held by the Company to be used in the Company's operations. This could be used to absorb future possible losses or dividends payable.

As at 31 March	2020 Rs.	2019 Rs.
Balance as at 01st April	(515,741,000)	17,751,860
Error Correction on Impairment	-	(150,452,874)
Dividends Paid	-	-
Net change in other comprehensive income	(5,986,698)	304,102
Transferred from current years' profit	(333,959,297)	163,175,350
Opening balance impact on SLFRS9	-	(546,519,438)
Balance as at 31st March	(855,686,995)	(515,741,000)

40. FAIR VALUE OF ASSET AND LIABILITIES

The following describes the methodologies and assumptions used to determine fair value of those financial instruments which are not already recorded at fair value in the financial statements.

ASSETS FOR WHICH FAIR VALUE APPROXIMATES CARRYING VALUE

For financial assets and financial liabilities that have a short term maturity (less than a year) it is assumed that the carrying amounts approximate their fair value.

EQUITY INSTRUMENTS AT FAIR VALUE THROUGH OCI/FINANCIAL ASSETS-AVAILABLE FOR SALE

Equity instruments at fair value through OCI/Available for sale financial assets primarily consist of unquoted equity securities. Unquoted equity securities are carried at cost since it is the most reasonable value available to represent the price of such securities.

FIXED RATE FINANCIAL INSTRUMENTS

The fair value of fixed rate financial assets and liabilities carried at amortised cost are estimated by comparing market interest rates when they were first recognised with current market rates for similar financial instruments. The estimated fair value of fixed interest bearing deposits is based on discounted cash flows using market interest rates for debts with similar credit risk and maturity. For quoted debt issued,the fair values are determined based on quoted market prices.

VARIABLE RATE FINANCIAL INSTRUMENTS

Variable rate is a fair measure which reflects market movements. Hence the carrying value represents the fair value of the variable rate instruments.

Set out below is the comparison, by class, of the carrying amounts of fair values of the Company's financial instruments that are not carried at fair value and non financial assets carried at fair value in the financial statements.

FINANCIAL ASSETS	2020				
	Rs.				
	Fair value measurement using				
	Carrying value	Quoted prices in active markets (Level I)	Significant observable inputs (Level 2)	Significant unobservable inputs (Level 3)	Total Fair Value
Cash and bank balances	389,597,258		319,589,218	-	319,589,218
Placements with banks	861,450,581	-	861,450,581	-	861,450,581
Securities purchased under repurchase agreements	1,554,145,000	-	1,554,145,000	-	1,554,145,000
Factoring receivables	600,088,173	-	600,088,173	-	600,088,173
Gold loan receivables	2,940,869,436	-	2,940,869,436	-	2,940,869,436
Loan receivables	11,011,141,328	-	11,011,141,328	-	11,011,141,328
Lease and hire purchase receivables	2,160,284,390	-	2,160,284,390	-	2,160,284,390
Other Financial assets	376,321,462	-	376,321,462		376,321,462
Equity Instruments at fair value through other comprehensive income	136,137,280	136,106,680	30,600	-	136,137,280
TOTAL FINANCIAL ASSETS	20,030,034,909	136,106,680	19,823,920,189	-	19,960,026,869
FINANCIAL LIABILITIES					
Due to customers	17,063,396,151		17,063,396,151		17,063,396,151
Other borrowed funds	2,179,026,364	-	2,179,026,364	-	2,179,026,364
TOTAL FINANCIAL LIABILITIES	19,242,422,516	-	19,242,422,516	-	19,242,422,516

FINANCIAL ASSETS	2019 Rs. Fair value measurement using				
	Carrying value	Quoted prices in active markets (Level I)	Significant observable inputs (Level 2)	Significant unobservable inputs (Level 3)	Total Fair Value
Cash and bank balances	709,894,804	-	284,656,330	-	284,656,330
Placements with banks	223,544,462	-	223,544,462	-	223,544,462
Securities purchased under repurchase agreements	1,523,032,534	-	1,523,032,534	-	1,523,032,534
Factoring receivables	309,225,914	-	309,225,914	-	309,225,914
Gold loan receivables	2,009,717,061	-	2,009,717,061	-	2,009,717,061
Loan receivables	13,733,288,691	-	13,733,288,691	-	13,733,288,691
Lease and hire purchase receivables	1,965,993,672	-	1,965,993,672	-	1,965,993,672
Other Financial assets	373,564,453	-	373,564,453	-	373,564,453
Equity Instruments at fair value through other comprehensive income	224,854,875	125,524,275		99,330,600	224,854,875
TOTAL FINANCIAL ASSETS	21,073,116,465	125,524,275	20,423,023,116	99,330,600	20,647,877,991
FINANCIAL LIABILITIES					
Due to customers	17,115,400,246		17,115,400,246		17,115,400,246
Other borrowed funds	3,342,705,923	-	3,342,705,923	-	3,342,705,923
TOTAL FINANCIAL LIABILITIES	20,458,106,169	-	20,458,106,169	-	20,458,106,169

There were no transfers between levels of fair value hierarchy during 2020 and 2019.

41. FINANCIAL RISK MANAGEMENT

INTRODUCTION AND OVERVIEW

The Company is exposed to the following risks from financial instruments.

01. Market Risk
02. Credit Risk
03. Liquidity Risk
04. Operational Risk

RISK MANAGEMENT FRAMEWORK

The board of directors has overall responsibility for the establishment and oversight of the Company's risk management framework. The Board discharges its governance responsibility through the Board Integrated Risk Management Committee and the Audit Committee. Board Integrated Risk Management Committee consists of non-executive and executive members who report regularly to the board of directors on their activities. There are several executive management sub committees such as Credit Committee, Asset and Liability Committee (ALCO), IT Steering Committee, which focus on specialised risk areas that support the Board Integrated Risk Management Committee.

The Company's risk management policies are established to identify and analyse the risks faced by the Company, to set appropriate risk limits and controls, and to monitor risks and adherence to limits. Risk management policies and systems are reviewed regularly to reflect changes in market conditions, products and services offered. The Company, through its training and management standards and procedures, aims to develop a disciplined and constructive control environment, in which all employees understand their roles and obligations.

The Audit Committee is responsible for monitoring compliance with the Company's risk management policies and procedures. The Audit Committee is assisted in these functions by Internal Audit. Internal Audit undertakes both regular and ad-hoc reviews of risk management controls and procedures, the results of which are reported to the Audit Committee.

OBJECTIVES AND POLICIES

Integrated Risk Management Committee (IRM) with the ultimate objective of to deliver superior shareholder value between risk and return. This Committee consists of two independent non executive directors, one non executive director, two executive directors including CEO, COO, Head of Risk. Integrated risk management committee oversees market risk, operational risk and credit risk. ALCO committee monitors the market risk in broader aspects including the liquidity risk. Company is exposed to liquidity risk mainly due to interest rate fluctuations in the market. Credit committee involves in monitoring of credit risk by analysing the credit risk using several measurement criteria like 20 largest exposures, 10 largest 3-6 months arrears, 10 largest non performing advances and sectorial exposure. For some of these measures Company has stipulated risk tolerance level and continually monitor the credit exposure in order to ensure superior credit quality.

The Company's principal financial liabilities comprised of borrowings, public deposits, other payables and bank overdrafts. The main purpose of these financial liabilities is to raise finances for the Company's operations. The Company has various financial assets such as lease & hire purchase rental receivables, other investments, loans, investments in government securities and bank & cash balances, which arise directly from its operations.

The board of directors reviews and agrees policies for managing each of these risks which are summarised below.

Market risk

Market risk is the risk that changes in market prices, such as interest rates and equity price will affect the Company's profit, equity or value of its holding of financial instruments. The objective of market risk management is to manage and control the market risk exposure within acceptable parameters, while optimising return.

Financial assets subject to market risk

As at 31 March	2020 Carrying amount Rs.	**2019 Carrying amount Rs.**
Equity Instruments at fair value through other comprehensive income	136,137,280	224,854,875
	136,137,280	224,854,875

Financial liabilities subject to market risk

As at 31 March	2020 Carrying amount Rs.	**2019 Carrying amount Rs.**
Due to banks	940,625,007	1,369,123,014
Other borrowed funds	1,078,200,000	1,111,137,387
	2,018,825,007	2,480,260,401

Market risk - Equity price risk

The Company's listed and unlisted equity securities are susceptible to market price risk arising from uncertainties about future values of the investment securities. The Company manages the equity price risk through diversification and placing limits on individual and total equity instruments. Reports on the equity portfolio are submitted to the Company's senior management on a regular basis. The Company's board of directors reviews and approves all equity investment decisions.

The following table demonstrates the sensitivity of the cumulative changes in fair value to reasonably possible changes in equity prices, with all other variables held constant. The effect of decreases in equity prices is expected to be equal and opposite to the effect of the increase shown.

	Change in equity price	Effect on equity Rs.
31 March 2020	+ 10%	13,610,668
Quoted shares – (Colombo Stock Exchange)	-10%	(13,610,668)
31 March 2019	+ 10%	12,552,428
Quoted shares – (Colombo Stock Exchange)	-10%	(12,552,428)

Market risk - Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Company's exposure to the risk of changes in market interest rates relates primarily to the Company's debt obligations with floating interest rates.

The Company manages its interest rate risk by having a balanced portfolio of fixed and variable rate loans and borrowings.

	31 March 2020 Rs.	31 March 2019 Rs.
Fixed interest rate instruments:		
Financial assets	21,699,987,759	21,030,969,174
Financial liabilities	18,206,672,737	18,362,425,583
Floating interest rate instruments:		
Financial assets	Nil	Nil
Financial liabilities	940,625,007	2,051,925,000

The Company's exposure to the risk of changes in market interest rates relates primarily to the Company's financial liabilities with floating interest rates.

The following table demonstrates the sensitivity of the income statement to reasonably possible changes in interest rates by 25 basis points, with all other variables held constant. The sensitivity of the income statement is the effect of the assumed changes in interest rates for one year, based on the floating rate financial assets and financial liabilities held at 31 March. The effect of decreases in interest rates is expected to be equal and opposite to the effect of the increases shown.

	Changes in basis points	Effect on profit Rs.
2020	+25 b.p	2,351,563
Floating interest rate instruments	-25 b.p	(2,351,563)
2019	+25 b.p	2,351,563
Floating interest rate instruments	-25 b.p	(2,351,563)

Interest Rate Risk exposure on financials assets and Liabilities

The table below analyses the Company's interest rate risk exposure on financial assets and liabilities. The Company's assets and liabilities are included at carrying amount and categorised by the earlier of contractual reprising or maturity dates.

As at 31 March 2020	Less than 3 Months	More than 3 and Less than 12 Months	More than 1 Year and Less than 3 Years	>3 Years	Non-Interest Bearing	Total
	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
Financial Assets						
Cash and cash equivalents	319,589,218	-	-	-	70,008,040	389,597,258
Equity Instruments at fair value through other comprehensive income	-	-	-	-	136,137,280	136,137,280
Placements with banks	583,406,618	278,043,964	-	-	-	861,450,581
Securities purchased under repurchase agreements	-	1,554,145,000	-	-	-	1,554,145,000
Lease and hire purchase receivables	470,982,411	543,279,131	1,022,842,368	123,180,480	-	2,160,284,390
Loans and receivables	7,820,399,505	3,842,072,942	2,367,157,940	522,468,549	-	14,552,098,937
Other Financial Assets	-	-	376,321,462			376,321,462
	9,194,377,752	6,217,541,037	3,766,321,771	645,649,030	206,145,320	20,030,034,909
Financial Liabilities						
Due to customers	4,186,645,686	8,016,494,698	3,163,931,549	1,696,324,218	-	17,063,396,151
Other borrowed funds	1,425,297,350	586,074,701	167,654,313	-	-	2,179,026,364
	5,611,943,036	8,602,569,399	3,331,585,862	1,696,324,218	-	19,242,422,516
Interest Rate sensitivity gap	3,582,434,716	(2,385,028,363)	434,735,909	(1,050,675,188)	206,145,320	787,612,393

As at 31 March 2019	**Less than 3 Months**	**More than 3 and Less than 12 Months**	**More than 1 Year and Less than 3 Years**	**>3 Years**	**Non-Interest Bearing**	**Total**
	Rs.	**Rs.**	**Rs.**	**Rs.**	**Rs.**	**Rs.**
Financial Assets						
Cash and cash equivalents	284,656,330	-	-	-	425,238,474	709,894,804
Equity Instruments at fair value through other comprehensive income	-	-	-	-	224,854,875	224,854,875
Placements with banks & Securities purchased under repurchase agreements	1,523,032,534	223,544,462	-	-	-	1,746,576,996
Lease and hire purchase receivables	328,957,220	504,541,150	964,172,975	171,343,548	-	1,969,014,893
Loans and receivables	7,009,272,022	5,330,406,694	2,343,740,404	1,380,464,268	-	16,063,883,388
Other Financial Assets	-	-	358,891,509	-	-	358,891,509
	9,145,918,105	6,058,492,307	3,666,804,888	1,551,807,816	650,093,349	21,073,116,465
Financial Liabilities						
Due to customers	4,464,361,456	8,184,629,966	3,388,108,483	1,078,300,341	-	17,115,400,246
Other borrowed funds	1,282,007,759	1,833,566,127	216,715,355	10,416,682	-	3,342,705,923
	5,746,369,215	10,018,196,093	3,604,823,838	1,088,717,023	-	20,458,106,169
Interest Rate sensitivity gap	3,399,548,890	(3,959,703,786)	61,981,050	463,090,793	650,093,349	615,010,296

Credit risk

Credit risk mainly comprises of default risk and concentration risk and this is one of the major risk element in the industry due to the nature of the business. Credit risk is the risk of financial loss to the Company if a customer or counterparty to a financial instrument fails to meet its contractual obligations, and arises principally from the Company's loans and receivables to customers and investment debt securities .For risk management reporting purposes the Company considers and consolidates all elements of credit risk exposure such as individual obligator default risk and sector risk. For risk management purposes, credit risk arising on trading assets is managed independently and information thereon is disclosed below. The market risk in respect of changes in value in trading assets arising from changes in market credit spreads applied to debt securities and derivatives included in trading assets is managed as a component of market risk, further details are provided in market risk section.

Credit risk - Default risk

Default risks the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss. It arises from lending, trade finance, treasury and other activities undertaken by the Company. The Company has in place standards, policies and procedures for the control and monitoring of all such risks.

Credit risk - Concentration risk

The Company seeks to manage its credit risks exposure through diversification of its lending, investing and financing activities to avoid undue concentrations of risks with individuals or groups of customers in specific businesses. It also obtains security when appropriate. The types of collateral obtained include cash, mortgages over properties and pledge over equity instruments.

Management of credit risk

The board of directors has delegated responsibility for the oversight of credit risk to its Credit Committee and Credit Risk Committee. Company Credit Risk monitoring Unit reporting to Risk Committee through the Chief Risk Officer who is responsible for management of the Company's credit risk, including:

- Formulating credit policies in consultation with business units, covering collateral requirements, credit assessment, risk grading and reporting.
- Establishing the authorisation structure for the approval and renewal of credit facilities. Authorisation limits are allocated to business unit Credit Officers. Larger facilities require approval by Heads of Credit, Board Credit Committee or the board of directors as appropriate.
- Reviewing and assessing credit risk. Heads of Credit assesses all credit exposures in excess of designated limits, prior to facilities being committed to customers by the business unit concerned. Renewals and reviews of facilities are subject to the same review process.
- Limiting concentrations of exposure to counterparties, geographies and industries (for loans and advances), and by issuer. Refer Concentration of credit risk.
- Reviewing compliance of business units with agreed exposure limits, including those for selected industries, country risk and product types. Regular reports on the credit quality of local portfolios are provided to Heads of Credit who may require appropriate corrective action to be taken.
- Providing advice, guidance and specialist skills to business units to promote best practice throughout the Company in the management of credit risk.
- Regular audits of business units and Company credit processes are undertaken by Internal Audit.

The table below shows the maximum exposure to credit risk for the components of statement of financial position. The maximum exposure is shown gross, before the effect of mitigation through the use of collateral agreements.

	31 March 2020		31 March 2019	
	Maximum Exposure to Credit Risk	Net Exposure	Maximum Exposure to Credit Risk	Net Exposure
	Rs.	Rs.	Rs.	Rs.
Cash and cash equivalents	389,597,258	-	709,894,804	-
Equity Instruments at fair value through other comprehensive income	136,137,280	136,137,280	224,854,875	224,854,875
Placements with banks & Securities purchased under repurchase agreements	2,415,595,581	861,450,581	1,746,576,996	223,544,462
Lease and hire purchase receivables	2,310,610,442	-	2,075,557,543	-
Loans and receivables	15,953,544,324	11,911,084,193	17,208,834,635	11,306,175,842
Other Financial Assets	376,321,462	191,100,433	373,564,453	207,388,022
Total Financial Assets	21,581,806,348	13,099,772,487	22,339,283,306	11,961,963,201

Concentration of Credit Risk

The Company monitors concentrations of credit risk by sector and by geographic location. An analysis of concentrations of credit risk from loans and advances as the reporting date is shown below.

As at 31 March	2020	2019
	Rs.	Rs.
Concentration by sector (Gross)		
Agriculture	817,420,179	1,025,028,051
Manufacturing	1,632,210,142	1,336,778,254
Tourism	552,035,213	267,965,903
Transport	791,795,844	692,791,678
Construction	1,053,040,923	860,343,913
Trading	6,067,053,876	7,666,106,173
Services	1,856,797,918	1,728,522,275
Other	5,493,800,670	5,706,855,932
	18,264,154,766	19,284,392,178

Liquidity risk

Liquidity risk is the risk that the Company will not be able to meet financial obligations as they fall due. The Company's approach to managing liquidity risk is to ensure, as far as possible, that it will always have sufficient liquidity to meet its liabilities when due, under both normal and stressed conditions, without incurring unacceptable losses or risking damage to the Company's reputation and is to maintain a balance between continuity of funding and flexibility through the use of borrowings, public deposits and bank overdrafts.

The table below summarises the maturity profiles of the Company's financial liabilities based on contractual undiscounted payments.

Analysis of financial assets and liabilities by remaining contractual maturities

As at 31 March 2020	Less than 3 Months	More than 3 and Less than 12 Months	More than 1 Year and Less than 3 Years	>3 Years	Total
	Rs.	Rs.	Rs.	Rs.	Rs.
Financial assets					
Cash and cash equivalents	389,597,258	-	-	-	389,597,258
Placements with banks & Securities purchased under repurchase agreements	-	1,554,145,000	-	-	1,554,145,000
Lease and hire purchase receivables	516,370,537	846,223,694	1,362,782,681	142,368,965	2,867,745,877
Loans and receivables	8,009,954,094	4,371,563,373	2,955,949,643	620,983,959	15,958,451,069
Other Financial Assets	-	-	376,321,462	-	376,321,462
Total financial assets	8,915,921,889	6,771,932,067	4,695,053,786	763,352,924	21,146,260,666
Financial Liabilities					
Due to customers	4,186,645,686	8,016,494,698	3,163,931,549	1,696,324,218	17,063,396,151
Other borrowed funds	775,302,342	957,964,698	445,759,324	-	2,179,026,364
Total financial liabilities	4,961,948,028	8,974,459,396	3,609,690,873	1,696,324,218	19,242,422,516

As at 31 March 2019	Less than 3 Months	More than 3 and Less than 12 Months	More than 1 Year and Less than 3 Years	>3 Years	Total
	Rs.	Rs.	Rs.	Rs.	Rs.
Financial assets					
Cash and cash equivalents	709,894,804	-	-	-	709,894,804
Placements with banks & Securities purchased under repurchase agreements	1,523,032,534	223,544,462	-	-	1,746,576,996
Lease and hire purchase receivables	328,957,220	504,541,150	964,172,975	171,343,548	1,969,014,893
Loans and receivables	7,009,272,022	5,330,406,694	2,343,740,404	1,380,464,268	16,063,883,388
Other Financial Assets	-	-	358,891,509	-	358,891,509
Total financial assets	9,571,156,579	6,058,492,307	3,666,804,888	1,551,807,816	20,848,261,590
Financial Liabilities					
Due to customers	4,464,361,456	8,184,629,966	3,388,108,483	1,078,300,341	17,115,400,246
Other borrowed funds	1,282,007,759	1,833,566,127	216,715,355	10,416,682	3,342,705,923
Total financial liabilities	5,746,369,215	10,018,196,093	3,604,823,838	1,088,717,023	20,458,106,169

Sensitivity of impairment provision on loans and advances to other customers

The company has estimated the impairment provision on loans and advances to other customers as at 31st March 2020, subject to various assumptions. The changes to such assumptions may lead to changes in the impairment provision recorded in the Statement of Financial Position.

The following table demonstrates the sensitivity of the impairment provision of the company as at 31st March 2020 to a feasible change in PDs, LGDs and all other information.

Sensitivity on ECL	Sensitivity effect on Statement of Financial Position [Increase/(Decrease) in impairment provision]				Sensitivity effect on Income Statement
	Stage 1	Stage 2	Stage 3	Total	
Loss rate 1% increase across all age buckets	62,639,781	27,944,591	47,038,434	137,622,806	137,622,806
Loss rate 1% decrease across all age buckets	(30,039,063)	(21,750,280)	(47,038,434)	(98,827,777)	(98,827,777)

The key measure used by the Company for managing liquidity risk is the ratio of liquid assets to deposits from customers and other liabilities. For this purpose liquid assets are considered as including cash and cash equivalents and investment for which there is an active and liquid market. Details of the reported ratio of net liquid assets to the liabilities from customers at the reporting date and during the year were as follows:

As at 31 March	2020 Rs.	2019 Rs.
Average for the year	11.90%	13.53%
Maximum for the year	14.83%	15.65%
Minimum for the year	10.22%	12.02%

Components of the Company's liquid assets used for the purpose of calculating the Statutory Liquid Asset Ratio as at 31st March is given below:

As at 31 March	2020 Rs.	2019 Rs.
Cash in Hand & Bank Balances	389,597,258	709,894,804
Deposits in Commercial Banks free from lien	861,450,581	861,450,581
Sri Lanka Government Treasury Bills and Treasury Bonds, maturing within one year, free from any lien or charge	1,554,145,000	1,523,032,534
Total Liquid Assets as at end of March	2,805,192,839	3,094,377,919

The table below sets out the availability of assets held by the Company on the basis of being encumbered or unencumbered.

	2020		2019	
	Encumbered	Unencumbered	**Encumbered**	**Unencumbered**
	Rs.	Rs.	**Rs.**	**Rs.**
Cash and cash equivalents	-	389,597,258	-	709,894,804
Equity Instruments at fair value through other comprehensive income		136,137,280		224,854,875
Placements with banks & Securities purchased under repurchase agreements		2,415,595,581		1,746,576,996
Lease and hire purchase receivables	896,727,200	1,263,557,191	1,031,509,922	939,056,870
Loans and receivables	1,616,677,013	12,935,421,924	1,266,772,480	14,946,011,883
Other non financial assets		554,345,813		582,474,227
Intangible assets		182,035,815		59,186,081
Property, plant & equipment		493,551,515		512,018,453

** Encumbered- Pledged as collateral in borrowings*

Capital management

Capital comprises of equity attributable to the equity holders of the parent. The primary objective of the Company's capital management is to ensure that it maintains healthy capital ratios in order to support its business and maximise shareholder value.

The Company manages its capital structure and makes adjustments to it, in light of changes in economic conditions.

To maintain or adjust the capital structure, the Company may adjust the dividend payment to shareholders or issue new shares. During the year company issued 35,440,896 new shares by way of Rights issue (12 new Ordinary shares for every 23 shares held by shareholder) at a price of Rs. 17.00 per share on December 2019, and raised Rs. 602,495,232.00 in order to comply with the Finance Business Act Direction No 03 of 2018 of the Central Bank of Sri Lanka.

Softlogic Finance PLC is yet to comply with the minimum Capital Adequacy Requirement set out in the Direction No.03 of 2018 of Finance Business Act as of 31 March 2020. As a result, the Central Bank of Sri Lanka had issued a letter dated 23 January 2019 imposing a temporary cap on loans and advances base untill required minimum Capital Adequacy Requirement is met.

As at 31 March	2020	**2019**
	Rs.	**Rs.**
SLFRS 9 based impairment provisions recorded in the Financial Statements	1,551,771,439	1,266,166,840
Regulatory provisions reported to Central Bank without Interest in Suspense	3,305,876,808	1,623,847,597
Interest in Suspense reported to Central Bank	995,202,342	431,515,470
Total Regulatory provisions	4,301,079,149	2,055,363,067
Impairment Provision Gap	2,749,307,711	789,196,227
Profit/(Loss) as reported in accordance with the Central Bank provisioning method	(1,366,757,720)	(240,525,000)
Capital Adequacy Ratios (as per Central Bank Direction)		
Tier 1 Ratio - (Minimum Requirement - 6.5%)	-5.6%	2.2%
Total Capital ratio - (Minimum Requirement - 10.5%)	-5.8%	1.8%

42. FAIR VALUE ESTIMATION

The table below shows a comparison of the carrying amounts, as reported on the statement of financial position, and fair values of the financial assets and liabilities carried at amoristed cost and financial instruments carried at fair value by valuation methods.

Fair values is the amount for which an asset could be exchanged or a liability settled between knowledgeable, willing parties in an arm's length transaction. The estimated fair values are based on relevant information. There are various limitations inherent in this fair value disclosure particularly where prices may not represent the underlying value due to dislocation in the market. Not all of the Company's financial instruments can be exchanged in an active trading market. The Company obtains the fair values of investment securities from quoted market prices where available, the Company obtains the fair values by means of discounted cash flows and other valuation techniques that are commonly used by market participants. These techniques address factors such as interest rates, credit risk and liquidity.

As at 31 March	2020				
	Fair Value Measurement			Total Fair Value	Carrying Value
	Level 1	Level 2	Level 3		
	Rs.	Rs.	Rs.	Rs.	Rs.
Financial Assets					
Cash and cash equivalents	389,597,258	-	-	389,597,258	389,597,258
Equity Instruments at fair value through other comprehensive income	136,137,280	-	-	136,137,280	136,137,280
Placements with banks & Securities purchased under repurchase agreements	-	2,415,595,581	-	2,415,595,581	2,415,595,581
Lease and hire purchase receivables	-	2,465,852,166	-	2,465,852,166	2,160,284,390
Loans and receivables	-	15,368,871,261	-	15,368,871,261	14,552,098,937
Other Financial Assets		376,321,462		376,321,462	376,321,462
Financial Liabilities					
Bank Overdrafts	-	65,076,586	-	65,076,586	65,076,586
Due to customers	-	16,448,219,472	-	16,448,219,472	17,063,396,151
Other borrowed funds	-	2,113,949,778	-	2,113,949,778	2,113,949,778

As at 31 March	2019				
	Fair Value Measurement			Total Fair Value	Carrying Value
	Level 1	Level 2	Level 3		
	Rs.	Rs.	Rs.	Rs.	Rs.
Financial Assets					
Cash and cash equivalents	709,894,804	-	-	709,894,804	709,894,804
Equity Instruments at fair value through other comprehensive income	224,854,875	-	-	224,854,875	224,854,875
Placements with banks & Securities purchased under repurchase agreements	-	1,746,576,996	-	1,746,576,996	1,746,576,996
Lease and hire purchase receivables	-	2,242,343,531	-	2,242,343,531	1,969,014,893
Loans and receivables	-	17,066,582,632	-	17,066,582,632	16,063,883,388
Other Financial Assets		373,564,453		373,564,453	373,564,453
Financial Liabilities					
Bank Overdrafts	-	818,689,936	-	818,689,936	818,689,936
Due to customers	-	17,095,082,699	-	17,095,082,699	17,115,400,246
Other borrowed funds	-	2,524,015,987	-	2,524,015,987	2,524,015,987

The fair value of financial instruments traded in active markets is based on quoted market prices at the balance sheet date. A market is regarded as active if quoted prices are readily and regularly available from an exchange, dealer, broker, industry group, pricing 'service, or regulatory agency, and those prices represent actual and regularly occurring market transactions on an arm's length basis. These instruments are included in level 1. Instruments included in level 1 comprise primarily equity instruments classified as trading securities or available for sale.

The fair value of financial instruments that are not traded in an active market is determined by using valuation techniques. These valuation techniques maximize the use of observable market data where it is available and rely as little as possible on entity specific estimates. If all significant inputs required to fair value an instrument are observable, the instrument is included in level 2.

If one or more of the significant inputs is not based on observable market data, the instrument is included in level 3.

43. COMMITMENTS AND CONTINGENCIES

As at 31 March	2020 Rs.	2019 Rs.
Contingent Liabilities		
Guarantees issued to banks and other institutions	11,550,000	8,014,250
Commitments		
Commitment for unutilised facilities	549,808,346	161,016,478
Capital Commitment for Software	1,971,339	8,420,960

Analysis of commitment and contingencies by remaining contractual maturities

	Less than 3 Months Rs.	More than 3 and Less than 12 Months Rs.	More than 1 Year and Less than3 Years Rs.	More than 3 Years Rs.	Total Rs.
Contingent liabilities					
Guarantees issued to banks and other institutions	11,550,000	-	-	-	11,550,000
	11,550,000	-	-	-	11,550,000
Commitments					
Commitment for unutilised facilities	482,156,663	66,972,039	679,644	-	549,808,346
Software Project commitment	793,298	1,178,040	-	-	1,971,339
	482,949,961	68,150,080	679,644	-	551,779,685

43.1 LITIGATION AGAINST THE COMPANY

Set out below are the unresolved legal claims against the Company as at March 31, 2020 for which, adjustments to the Financial Statements have not been made due to the uncertainty of its outcome.

The court case has been filed against the Company in the District Court of Colombo under case No. DMR 3743/19, by one of our customer claiming damages of Rs. 100 Mn for the reputational loss and mental agony suffered. The Company will take appropriate action to defend the case in order to preserve its rights.

44. EVENTS AFTER THE BALANCE SHEET DATE

No circumstances have arisen since the balance sheet date, which would require adjustments to or disclosure in the financial statements.

45. TRANSFER OF FINANCIAL ASSETS (LEASE AND HP RECEIVABLE)

Under the securitisation arrangement, the Company retains the contractual right to receive the cash from lease receivable, but assume a contractual obligation to pay the cash flows to investors of the trust certificates. Said securitisation will lead to a transfer of lease receivables to investors. However, will not qualified for a de-recognition. Risks of defaults of the lease receivable and the right to receive the cash flows from the lease receivables are vested with the Company.

Carrying Value of assets and associated liabilities

As at 31 March	2020 Rs.	**2019** **Rs.**
Lease and hire purchase receivables	896,727,200	1,031,509,922
Securitisation payable	1,616,677,013	1,266,772,480

46. RELATED PARTY DISCLOSURES

Details of significant related party disclosures are as follows:

46.1 TRANSACTIONS WITH KEY MANAGEMENT PERSONNEL (KMPs)

Key managerial personnel includes members of the board of directors of the Company and of it's Holding Company.

As at 31 March	2020 Rs.	**2019** **Rs.**
Short-term employee benefits	49,626,968	55,644,375
	49,626,968	55,644,375

46.1.1 Transaction,arrangements and agreements invloving KMPs and their close members of the family (CMFS)

The following table provides the total amount of transactions which have been entered in to with key managerial personnel and their close family members.

	Reported under	2020 Rs.	**2019** **Rs.**
Statement of financial position			
Liabilities			
Time Deposits	Due to customers	-	47,285,169
Savings Deposits	Due to customers	15,153	331,709
Statement of comprehensive income			
Interest expense on customer deposits	Interest expenses	6,127,299	7,868,312
Other Transactions			
Dividend Paid on shareholding		-	-

46.1.2 Transactions with Group Companies

The Company enters into transactions with group companies and the following table shows the outstanding balances and corresponding transactions during the period ended March 31, 2020.

Company	Relationship	(Receivables)/ Payables	Loans, Advances & Investments	Borrowings/ Deposits	Income Earned	Cost Incurred	Plant & Equip. Purchased/(sold)
Softlogic Corporate Services (Pvt) Ltd	Affiliated Company	511,017	-	-	-	3,457,854	-
Softlogic Stock Brokers (Pvt) Ltd	Affiliated Company	-	-	-	-	2,013,487	-
Softlogic Holdings PLC	Ultimate Parent Company	716,818	-	-	-	724,108	-
Softlogic Retail (Pvt) Ltd	Affiliated Company	(1,582,858)	195,000,000	16,912,343	45,128,766	3,670,665	1,801,799
Softlogic Communications (Pvt) Ltd	Affiliated Company	(1,129,959)	-	-	-	-	-
Softlogic Brands (Pvt) Ltd	Affiliated Company	-	175,000,000	-	31,653,437	-	-
Softlogic Information Technologies (Pvt) Ltd	Affiliated Company	1,943,521	-	-	-	-	2,550,328
Softlogic Life Insurance PLC	Affiliated Company	-	-	-	-	13,431,102	-
Central Hospitals Ltd	Affiliated Company	73,450	-	-	-	265,023	-
Softlogic BPO Services (Pvt) Ltd	Affiliated Company	3,539,791	2,750,000	-	34,375	18,565,022	-
Softlogic Computers (Pvt) Ltd	Affiliated Company	-	-	-	-	464,543	21,725
Softlogic Capital PLC	Parent Company	884,958	-	-	-	1,066,884	-
Nextage (Pvt) Ltd	Affiliated Company	336,884	-	-	-	1,037,902	-
Softlogic Asset Management Ltd	Affiliated Company	-	-	28,514,633	-	1,925,887	-
Future Automobiles (Pvt) Ltd	Affiliated Company	1,410,072	-	-	-	5,369,357	-
Softlogic Automobiles (Pvt) Ltd	Affiliated Company	-	-	-	636,088	-	-
Suzuki Motors Lanka (Pvt)Ltd	Affiliated Company	-	-	1,527,876	-	133,758	-

47. BUSINESS SEGMENT INFORMATION

The company's segmental reporting is based on the following operating segments: Leasing, Hire purchase, SME, Term and Mortgage Loans, Personal Loans, Other Loans and Receivables.

Management monitors the operating results of its business units separately for the purpose of making decisions about resource allocation and performance assessment. Segment performance is evaluated based on operating profit or loss, and in certain respects, are measured differently from operating profits or losses in the financial statements. However, income taxes are managed on a group basis and are not allocated to operating segments.

	2020	2019	2020	2019
	Leasing & Hire Purchases		SME, Term and Mortgage Loans	
	Rs.	Rs.	Rs.	Rs.
Interest income	493,350,206	402,528,292	1,944,129,856	2,295,473,039
Interest expenses	-	-	-	-
Net interest income	493,350,206	402,528,292	1,944,129,856	2,295,473,039
Fee and commission income	17,560,874	24,722,734	69,201,590	140,984,794
Net trading income/(loss)	-	-	-	-
Other operating inocme	-	-	-	-
Total operating income	510,911,080	427,251,026	2,013,331,446	2,436,457,833
Impairment charges for loan and advances	(40,762,181)	(61,725,516)	(203,808,876)	(235,135,326)
Net operating income	470,148,898	365,525,510	1,809,522,570	2,201,322,507
Depreciation for property, plant and equipment	(5,485,881)	(5,718,951)	(18,899,878)	(35,089,080)
Amortisation of intangible assets	(1,940,610)	(590,988)	(6,685,762)	(3,626,057)
Personal cost	-	-	-	-
Other operating expenses	(120,091,115)	(82,641,272)	(473,239,333)	(471,273,238)
Segment profit before VAT on financial services	342,631,292	276,574,299	1,310,697,597	1,691,334,132
VAT and NBT on financial services	-	-	-	-
Segment profit before tax	342,631,292	276,574,299	1,310,697,597	1,691,334,132
Income tax reversal/(expenses)	-	-	-	-
Profit for the year	342,631,292	276,574,299	1,310,697,597	1,691,334,132
Total assets	2,160,284,390	1,965,993,672	7,442,580,631	11,941,669,242
Total Liabilities	1,957,534,610	1,803,944,846	6,744,070,011	11,068,247,937

2020	2019	2020	2019	2020	2019	2020	2019
Personal Loans		Other Loans and Receivables		Unallocated		Total	
Rs.	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
106,421,613	161,574,708	841,501,864	621,054,338	221,830,332	193,819,182	3,607,233,872	3,674,449,559
-	-	-	-	(2,516,526,516)	(2,490,557,311)	(2,516,526,516)	(2,490,557,311)
106,421,613	161,574,708	841,501,864	621,054,338	(2,294,696,184)	(2,296,738,129)	1,090,707,356	1,183,892,248
3,788,093	9,923,696	29,953,383	38,144,302	7,896,084	11,904,107	128,400,023	225,679,633
-	-	-	-	2,276,342	2,828,289	2,276,342	2,828,289
-	-	-	-	79,065,923	115,934,590	79,065,923	115,934,590
110,209,706	171,498,404	871,455,247	659,198,640	(2,205,457,835)	(2,166,071,143)	1,300,449,644	1,528,334,760
12,406,888	77,659,543	(157,972,898)	29,519,429	-	-	(390,137,068)	(189,681,869)
122,616,594	249,157,947	713,482,349	688,718,069	(2,205,457,835)	(2,166,071,143)	910,312,577	1,338,652,891
(1,336,929)	(2,469,865)	(16,717,163)	(9,493,566)	(12,783,998)	(12,687,494)	(55,223,848)	(65,458,955)
(472,934)	(255,232)	(5,913,634)	(981,052)	(4,522,292)	(1,311,108)	(19,535,231)	(6,764,438)
-	-	-	-	(443,014,356)	(447,571,734)	(443,014,356)	(447,571,734)
(25,905,108)	(33,172,176)	(204,838,056)	(127,505,871)	(53,997,853)	(39,792,144)	(878,071,466)	(754,384,701)
94,901,624	213,260,674	486,013,496	550,737,580	(2,719,776,334)	(2,667,433,623)	(485,532,324)	64,473,063
-	-	-	-	(53,080,605)	(1,358,065)	(53,080,605)	(1,358,065)
94,901,624	213,260,674	486,013,496	550,737,580	(2,772,856,939)	(2,668,791,688)	(538,612,929)	63,114,997
-	-	-	-	204,653,631	140,854,189	204,653,631	140,854,189
94,901,624	213,260,674	486,013,496	550,737,580	(2,568,203,308)	(2,527,937,499)	(333,959,297)	203,969,188
526,468,990	851,036,069	6,583,049,316	3,274,199,299	5,034,208,760	4,371,702,915	21,746,592,087	22,404,601,197
477,058,147	779,076,425	5,965,208,531	2,994,582,501	4,561,731,745	4,002,052,087	19,705,603,044	20,647,903,796

48. CURRENT AND NON CURRENT ANALYSIS OF ASSETS AND LIABILITIES

The table below shows an analysis of assets and liabilities analysed according to when they are expected to be recovered or settled.

As at 31 March	2020			2019		
	Within 12 Months	After 12 Months	Total as at 31st March 2020	Within 12 Months	After 12 Months	Total as at 31st March 2019
	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
Assets						
Cash and cash equivalents	389,597,258	-	389,597,258	709,894,804	-	709,894,804
Equity Instruments at fair value through other comprehensive income	-	136,137,280	136,137,280	-	224,854,875	224,854,875
Placements with banks & Securities purchased under repurchase agreements	1,554,145,000	-	2,415,595,581	1,746,576,996	-	1,746,576,996
Lease and hire purchase receivables	1,014,261,542	1,146,022,849	2,160,284,390	833,498,370	1,135,516,523	1,969,014,893
Loans and receivables	11,662,472,447	2,889,626,490	14,552,098,937	12,339,678,716	3,724,204,672	16,063,883,388
Other assets	537,345,966	364,357,173	901,703,139	582,474,227	400,624,591	983,098,818
Deferred tax asset	-	338,714,679	338,714,679	-	136,072,888	136,072,888
Intangible assets	-	182,035,815	182,035,815	-	59,186,081	59,186,081
Right of Use Assets	-	176,873,492	176,873,492	-	-	-
Property, plant & equipment	-	493,551,515	493,551,515	-	512,018,453	512,018,453
Total Assets	15,157,822,213	5,727,319,293	21,746,592,087	16,212,123,113	6,192,478,083	22,404,601,196
Liabilities						
Bank Overdrafts	65,076,586	-	65,076,586	818,689,936	-	818,689,936
Due to customers	12,203,140,384	4,860,255,767	17,063,396,151	12,648,991,422	4,466,408,824	17,115,400,246
Other borrowed funds	1,668,190,454	445,759,324	2,113,949,778	2,296,883,950	227,132,037	2,524,015,987
Other non financial liabilities	416,135,153	-	416,135,153	157,322,643	-	157,322,643
Retirement benefit obligations	-	47,045,376	47,045,376	-	32,474,984	32,474,984
Deferred tax liabilities	-	-	-	-	-	-
Total liabilities	14,352,542,577	5,353,060,467	19,705,603,044	15,921,887,951	4,726,015,845	20,647,903,796

Supplementary Information

Simplicity Accessibility Digitalisation

A simplified service for a convenient outcome

Softlogic Finance

10 Year Summary

Year ended 31 March (Rs.'000)	2019/20	2018/19	2017/18	2016/17 Restated
OPERATING RESULTS				
Gross Income	3,816,976	4,018,892	4,146,393	4,178,708
Profit Before Tax	(485,532)	64,473	292,408	324,336
Taxation	151,573	139,496	(73,643)	(80,002)
Profit After Tax	(333,959)	203,969	218,766	244,335
As at 31 March				
ASSETS				
Cash and bank balances	389,597	709,895	945,104	754,813
Financial & Equity Investments	2,551,733	1,971,432	2,110,743	1,962,016
Lease, Loans & Advances	16,712,383	18,018,225	17,377,793	17,989,809
PPE & Intangible Assets	675,587	571,205	600,609	468,884
Right of Use Assets	176,873	-	-	-
Other Assets	1,240,418	1,133,845	645,968	530,460
	21,746,592	22,404,601	21,680,217	21,705,982
As at 31 March				
LIABILITIES				
Public Deposits	17,063,396	17,115,400	16,391,947	16,048,474
Borrowings	2,179,026	3,342,706	2,916,905	3,671,392
Other Liabilities	463,181	130,612	90,914	144,575
	19,705,603	20,647,904	19,399,767	19,864,440
As at 31 March				
SHAREHOLDERS' FUNDS				
Stated Capital	2,604,765	2,002,270	2,002,270	1,692,615
Reserves & Retained Earnings	(563,776)	(245,573)	278,180	148,927
	2,040,989	1,756,697	2,280,450	1,841,542
SHARE INFORMATION				
Earnings Per Share (Rs.)	(4.29)	3.00	3.70	4.14
Net Assets Per Share (Rs.)	19.74	25.86	33.57	31.18
Debt to Equity Ratio (times)	9.65	11.75	8.51	10.79
OTHER INFORMATION				
No. of Employees	475	528	551	490
Supporting Branch Network	35	35	35	31

**Financials prepared based on SLFRSs from Financial Years 2011/12 onwards.*

2015/16 Restated	2014/15	2013/14	2012/13	2011/12	2010/11
4,080,598	3,972,902	3,338,543	2,277,546	1,534,039	650,610
157,709	270,934	228,450	233,180	194,928	84,787
(84,567)	(54,444)	(62,796)	(69,126)	74,101	(16,251)
73,142	216,490	165,654	164,054	269,029	68,536
509,281	1,078,469	2,431,469	1,472,506	1,103,948	64,874
2,165,798	2,059,796	1,600,660	193,668	70,486	299,225
15,906,349	15,528,099	12,212,184	10,634,877	8,245,290	3,779,606
410,783	367,465	322,171	186,214	183,662	39,587
-	-	-	-	-	-
950,173	980,006	1,693,255	731,538	472,355	255,106
19,942,383	20,013,834	18,259,739	13,218,803	10,075,741	4,438,398
14,055,203	12,077,054	9,312,743	6,956,951	4,681,850	1,584,807
4,076,520	5,396,150	6,484,267	4,234,833	3,717,284	2,008,094
154,810	590,995	1,153,180	822,422	568,527	314,311
18,286,533	18,064,199	16,950,191	12,014,206	8,967,661	3,907,212
1,692,615	1,404,523	1,003,231	1,003,231	1,003,231	468,174
(36,765)	545,112	306,318	201,366	104,849	63,012
1,655,850	1,949,635	1,309,549	1,204,597	1,108,080	531,186
1.40	5.44	4.42	3.66	4.38	3.07
28.03	33.23	34.96	32.16	29.79	19.86
11.04	10.69	12.94	9.97	8.09	7.36
491	521	502	467	550	291
30	18	17	17	16	9

Investor Information

1. GENERAL

Stated Capital As At 31.03.2020 : Rs. 2,604,765,231.12

2. STOCK EXCHANGE LISTING

The ordinary shares of Softlogic Finance PLC were listed in the Colombo Stock Exchange of Sri Lanka.

3. SHARES HELD BY THE PUBLIC

Shares held by the public was 19.73% as at 31st March 2020. The number of public shareholders as at 31st March 2020 was 1,526. Float Adjusted Market Capitalization as at 31st March 2020 is Rs. 234,587,277.72

The Company is Compliant with Option 2 of the Listing Rules 7.13.1 (b), where the Float Adjusted Market Capitalization is less than Rs. 1 Bn and requires a minimum 10% public holding.

4. DISTRIBUTION OF SHAREHOLDING AS AT 31ST MARCH 2020

There were 1,531 Registered shareholders as at 31st March 2020

No. of Shares held					
From	To	No. of Shareholders	% of Shareholders	No. of Shares	% of Shares
1	1,000	1,034	67.54%	301,034	0.29%
1,001	10,000	378	24.69%	1,302,805	1.26%
10,001	100,000	98	6.40%	2,644,213	2.56%
100,001	1,000,000	13	0.85%	4,252,358	4.11%
Over 1,000,000		8	0.52%	94,868,870	91.78%
	Total	1,531	100.00%	103,369,280	100.00%

5. ANALYSIS REPORT OF SHAREHOLDERS AS AT 31ST MARCH 2020

Category	No. of Shareholders	% of Shareholders	No. of Shares	% of Shares
Individual	1,426	93.14%	9,633,746	9.32%
Institutional	105	6.86%	93,735,534	90.68%
Total	1,531	100.00%	103,369,280	100.00%
Resident	1,525	99.61%	102,748,705	99.40%
Non-resident	6	0.39%	620,575	0.60%
Total	1,531	100.00%	103,369,280	100.00%

6. TWENTY MAJOR SHAREHOLDERS AS AT 31ST MARCH 2020

Shareholder	No. of Shares as at 31/03/2020	%
SOFTLOGIC CAPITAL PLC	42,661,852	41.27
PAN ASIA BANKING CORPORATION PLC/SOFTLOGIC CAPITAL PLC	32,740,582	31.67
SOFTLOGIC LIFE INSURANCE PLC-A/C NO. 04 (PARTICIPATING FUND)	6,033,858	5.84
VANIK INCORPORATION LTD	5,376,068	5.20
MR. KULAPPUARACHCHIGE DON DAMMIKA PERERA	3,276,253	3.17
L.B. FINANCE LIMITED.	2,090,000	2.02
MR. SUBRAMANIAM VASUDEVAN & MRS. SARASWATHI	1,503,348	1.45
SOFTLOGIC HOLDINGS PLC	1,186,909	1.15
MR. MURUGESU MAHIBALAN	863,516	0.84
DEUTSCHE BANK AG SINGAPORE A/C 2 (DCS CLT ACC FOR DEUTSCHE BANK AG SINGAPORE- PWM WM CLIENT)	592,875	0.57
PEOPLE'S LEASING & FINANCE PLC/L.P.HAPANGAMA	587,912	0.57
MR. SHANKER VARADANANDA SOMASUNDERAM	500,000	0.48
PEOPLES BANK/ASOKA KARIYAWASAM PATHIRAGE	346,956	0.34
HATTON NATIONAL BANK PLC/ARUNASALAM SITHAMPALAM	300,000	0.29
SAMPATH BANK PLC/CAPITAL TRUST HOLDINGS LIMITED	243,006	0.24
SAMPATH BANK PLC/MR. ABISHEK SITHAMPALAM	159,782	0.15
ASSETLINE LEASING CO. LTD/MS.R.K.R. PATHIRANAGE	152,166	0.15
MR. THARMALINGAM LOGANATHAN	142,073	0.14
MRS. PAMELA CHRISTINE COORAY	132,444	0.13
HATTON NATIONAL BANK PLC/SANKA RAMOORTHY NADARAJ KUMAR	120,603	0.12
	99,010,203	95.78
Others	4,359,077	4.22
	103,369,280	100.00

7. SHARE TRADING INFORMATION

	2019/20
Highest (Rs.)	26.00
Lowest (Rs.)	11.50
Closing (Rs.)	11.50
Turnover (Rs.)	41,531,000
No. of Shares Traded	2,292,683
No. of Trades	2,374

8. DEBT INFORMATION

2014 Debenture Issue: 'AAA' Lanka Rating

14,000,000 senior, rated, secured, redeemable debentures at an issue price of Rs. 100.00 each with maturity of five years were issued on 21st August 2014.

The debentures are listed on the Main Board of the Colombo Stock Exchange.

MARKET PRICES OF LISTED DEBENTURES DURING THE YEAR

Debenture Type	Interest Rate	Highest	Lowest	Last Traded
A - CRL-BC-29/08/19 A-10	10.00%	100.00	100.00	100.00
B - CRL-BC-29/08/19 B-7.69	3 Month Net Treasury Bill Rate + 1.5%	100.00	100.00	100.00

YIELD OF DEBENTURES DURING THE YEAR

Debenture Type	Interest Rate	Interest Yield	Last Traded Date
A - CRL-BC-29/08/19 A-10	10.00%	10.00%	27-Feb-19
B - CRL-BC-29/08/19 B-7.69	3 Month Net Treasury Bill Rate + 1.5%	9.67%	6-Jun-18

RATIOS

	2019/20
Debt to Equity Ratio (Times)	9.65
Interest Cover (Times)	0.79
Liquid Assets Ratio (%) - Statutory Minimum 10%	16.33%

INTEREST RATE OF COMPARABLE GOVERNMENT SECURITIES

	2019/20
3 Year Treasury Bond	8.91%
5 Year Treasury Bond	9.41%

Branch Network

No.	Branch	Address	Telephone Number	Fax Number	E-mail Address
1	Anuradhapura	No: 561/11, Maithreepala Senanayake Mw, New Town, Anuradhapura	025-2226279	025-2234743	anuradhapura@softlogicfinance.lk
2	Badulla	No: 38, Anagarika Dharmapala Mw, Badulla	055-2224205	055-2223905	badulla@softlogicfinance.lk
3	Borella	No: 1072, Maradana Road, Borella	011-2698016	011-2694261	borella@softlogicfinance.lk
4	Chilaw	No: 28B, Kurunegala Road, Chilaw	032-2221415	032-2223754	chilaw@softlogicfinance.lk
5	Chunnakam	No: 101 & 105, K.K.S Road, Chunnakam	021-2242770	021-2242772	chunnakam@softlogicfinance.lk
6	City Office	No 47, Dharmapala Mawatha, Colombo 07	011-2303373	011-2303363	cityoffice@softlogicfinance.lk
7	Dambulla	No: 719, Anuradhapura Road, Dambulla	066-2284737	066-2284717	dambulla@softlogicfinance.lk
8	Dematagoda	No: 85, Kolonnawa Road, Dematagoda, Colombo 09	011-2679089	011-2646226	dematagoda@softlogicfinance.lk
9	Embilipitiya	No: 176, Ratnapura Road, Pallegama, Embilipitiya	047-2230590	047-2230592	embilipitiya@softlogicfinance.lk
10	Galle	No: 64, Colombo Road, Kaluwella, Galle	091-2248920	091-2248095	galle@softlogicfinance.lk
11	Gampaha	No: 57/A, Bauddhaloka Mawatha, Gampaha	011-2281285	033-2227506	gampaha@softlogicfinance.lk
12	Hatton	No: 115, Main Street, Hatton	051-2222108	051-2225739	hatton@softlogicfinance.lk
13	Head Office	No: 13, De Fonseka Place, Colombo 04	011-2359700	011-2359799	headoffice@softlogicfinance.lk
14	Jaffna	No: 62/64, Stanly Road, Jaffna	021-2219444	021-2219666	jaffna@softlogicfinance.lk
15	Kadawatha	No: 139/7/D, Kandy Road, Kadawatha	011-2923011	011-2923013	kadawatha@softlogicfinance.lk
16	Kalutara	No: 264, Galle Road, Kalutara South, Kalutara	034-2224714	034-2223262	kalutara@softlogicfinance.lk
17	Kandy	No: 165, Kotugodella Street, Kandy	081-2224912	081-2224916	kandy@softlogicfinance.lk
18	Kochchikade	No: 42, Chilaw Road, Kochchikade	031-2274233	031-2272672	kochchikade@softlogicfinance.lk
19	Kotahena	No.244, George R De Silva Mawatha, Colombo 13	011-2337040		kotahena@softlogicfinance.lk
20	Kottawa	No: 87/A, Highlevel Road, Kottawa	011-2178464	011-2842824	kottawa@softlogicfinance.lk
21	Kurunegala	No: 13, Rajapihilla Mawatha, Kurunegala	037-2232875	037-2232565	kurunegala@softlogicfinance.lk
22	Matale	No: 253, Main Street, Matale	066-2226461	066-2228863	matale@softlogicfinance.lk
23	Matara	No: 8A, 1st Floor, F N Building, Station Road, Matara	041-2220195	041-2227257	matara@softlogicfinance.lk
24	Matara Metro	No: 382A, Galle Rd, Pamburana, Matara	041-2238690	041-2238691	matarametro@softlogicfinance.lk
25	Nawala	No: 305B, Nawala Road, Nawala	011-2807080	011-2807082	nawala@softlogicfinance.lk
26	Negombo	No: 406/1, Udayarthoppuwa Road, Negombo	031-2224714	031-2224716	negombo@softlogicfinance.lk
27	Nuwara Eliya	No: 72, Kandy Road, Nuwara Eliya	052-2223382	052-2223383	nuwaraeliya@softlogicfinance.lk
28	Bambalapitiya	No. 292/B, Galle Road, Colombo 04	011-2367901	011-2055517	pamankada@softlogicfinance.lk
29	Grandpass	No. 408 Grandpass road Colombo 14	011-2334461	011-2334549	pettah@softlogicfinance.lk
30	Polonnaruwa	No: 125, Batticaloa Road, Polonnaruwa	027-2226727	027-2225909	polonnaruwa@softlogicfinance.lk
31	Ratnapura	No: 1/200, Ground Floor, Main Street, Ratnapura	045-2230677	045-2223574	rathnapura@softlogicfinance.lk
32	Senkadagala	No: 288, Katugastota Road, Kandy	081-2232601	081-2232603	senkadagala@softlogicfinance.lk
33	Thissamaharama	No: 28, Main Street, Thissamaharama	047-2239933	047-2239504	tissamaharama@softlogicfinance.lk
34	Wattala	No: 180, Negombo Road, Wattala	011-2051660	011-2051676	wattala@softlogicfinance.lk
35	Weligama	No: 2, Matara Road, Weligama	041-2252888	041-2260523	weligama@softlogicfinance.lk

STANDALONE GOLD LOAN CENTRE

No.	Branch	Address	Telephone Number	Fax Number	E-mail Address
1	Mawanella	No: 131,132, Kandy Road, Mawanella	035-2247304		

Corporate Information

NAME OF THE COMPANY

Softlogic Finance PLC

HOLDING COMPANY

Softlogic Capital PLC

LEGAL FORM

Incorporated under the Companies Act No. 17 of 1982

Date of Incorporation: 24th August 1999.

Re-registered under the Companies Act No. 7 of 2007 on 29th September 2008.

Registered under the Finance Business Act No. 42 of 2011.

Registered under the Finance Leasing Act No. 56 0f 2000.

Approved Credit Agency under the Mortgage Act No. 06 of 1949 and Inland Trust Receipts Act No. 14 of 1990.

Quoted in the Colombo Stock Exchange on 22nd January 2009.

Registered under the Securities & Exchange Commission of Sri Lanka Act No. 36 of 1987 as a Margin Provider

COMPANY REGISTRATION NUMBER

PB641 PQ

TAX PAYER IDENTIFICATION NUMBER (TIN)

134008350

ACCOUNTING YEAR END

31st March

REGISTERED OFFICE

No. 13, De Fonseka Place, Colombo 4.

PRINCIPAL PLACE OF BUSINESS

No.13, De Fonseka Place, Colombo 4
Tel : 94-11- 2359600, 94-11-2359700
Facsimile : 94-11-2359799
E-mail : info@softlogicfinance.lk
Website : www.softlogicfinance.lk

BOARD OF DIRECTORS

Mr. A. Russell-Davison (Chairman - Since 24.10.2019)

Mr. M. H Priyantha Wijesekera (Director/CEO Since 01.03.2020)

Mr. H. K. Kaimal

Mr. Manilka Fernando

Mr. Dinesh P. Renganathan

SECRETARIES

Softlogic Corporate Services (Pvt) Ltd

AUDITORS

Ernst & Young

Chartered Accountants

LEGAL ADVISORS TO THE COMPANY

Nithya Partners

BANKERS

Hatton National Bank PLC

Commercial Bank of Ceylon PLC

Seylan Bank PLC

People's Bank

Pan Asia Banking Corporation PLC

Sampath Bank PLC

Bank of Ceylon

Nations Trust Bank PLC

DFCC Bank PLC

Union Bank of Colombo PLC

National Savings Bank

Notice of Meeting

SOFTLOGIC FINANCE PLC
Co. Reg. No. PB 641 PQ
13, De Fonseka Place, Colombo 04

NOTICE IS HEREBY GIVEN that the Annual General Meeting of Softlogic Finance PLC will be held at the Auditorium of Central Hospital Limited (4th Floor), No. 114, Norris Canal Road, Colombo 10 on Tuesday the 22nd day of September 2020 at 10.00 a.m. for the following purposes:

1. To receive and consider the Annual Report of the Board of Directors and Financial Statements of the Company for the year ended 31st March 2020 together with the Report of the Auditors thereon.
2. To re-elect Mr. A. Russell – Davison who retires by rotation in terms of Articles 91 and 92 of the Articles of Association, as a Director of the Company.
3. To re-elect Mr. M. H. P. Wijesekera who retires in terms of Article 97 of the Articles of Association, as a Director of the Company.
4. To re-elect Mr. A. C. M. Fernando who retires in terms of Article 97 of the Articles of Association, as a Director of the Company.
5. To re-elect Mr. D. P. Renganathan who retires in terms of Article 97 of the Articles of Association, as a Director of the Company.
6. To reappoint the retiring Auditors, Messrs. Ernst & Young as Auditors of the Company for the ensuing year and to authorize the Directors to determine their remuneration.
7. To authorize the Directors to determine and make donations for the year ending 31st March 2021 and up to the date of the next Annual General Meeting.

By Order of the Board
SOFTLOGIC CORPORATE SERVICES (PVT) LTD

(Sgd.)
SECRETARIES
24th August 2020
Colombo

Note:
A member entitled to attend and vote at the Meeting is entitled to appoint a Proxy who need not be a member, to attend on behalf of him/her.

The Form of Proxy is enclosed herewith.

The completed Form of Proxy should be deposited at the Registered Office of the Company, No. 13, De Fonseka Place, Colombo 04 by 10.00 a.m. on Sunday the 20th day of September 2020, being forty-eight (48) hours before the time appointed for the holding of the meeting.

Notes

Form of Proxy

SOFTLOGIC FINANCE PLC
Co. Reg. No. PB 641 PQ
13, De Fonseka Place, Colombo 04

**I/We .... of ....
.... being *a member/members of SOFTLOGIC FINANCE PLC, do hereby appoint ....
.... (holder of N.I.C. No. ....)
of .... or failing him*

Mr A Russell-Davison	of Colombo or failing him*
Mr. H K Kaimal	of Colombo or failing him*
Mr. A. C. M. Fernando	of Colombo or failing him*
Mr. D. P. Renganathan	of Colombo or failing him*
Mr. M. H. P. Wijesekera	of Colombo

as my/our* proxy to represent me/us*, to vote as indicated hereunder for me/us* and to speak for me/us* and on my/our* behalf at the ANNUAL GENERAL MEETING OF THE COMPANY to be held at the Auditorium of Central Hospital Limited, No. 114, Norris Canal Road, Colombo 10 at 10.00 a.m. on Tuesday the 22nd day of September 2020 and at any adjournment thereof, and at every poll which may be taken in consequence thereof.

	FOR	AGAINST
1. To receive and consider the Annual Report of the Board of Directors and the Financial Statements of the Company for the year ended 31st March 2020 together with the Report of the Auditors thereon.		
2. To re-elect Mr. A. Russell – Davison who retires by rotation in terms of Articles 91 and 92 of the Articles of Association, as a Director of the Company.		
3. To re-elect Mr. M. H. P. Wijesekera who retires in terms of Article 97 of the Articles of Association, as a Director of the Company.		
4. To re-elect Mr. A. C. M. Fernando who retires in terms of Article 97 of the Articles of Association, as a Director of the Company.		
5. To re-elect Mr. D. P. Renganathan who retires in terms of Article 97 of the Articles of Association, as a Director of the Company.		
6. To reappoint Messrs. Ernst & Young, as Auditors and to authorize the Directors to determine their remuneration.		
7. To authorize the Directors to determine and make Donations		

....
*Signature of the Shareholder/s Date

Note:
1. *Please delete the inappropriate words.
2. Instructions as to completion are noted on the reverse hereof.

INSTRUCTIONS AS TO COMPLETION

1. Kindly perfect the Form of Proxy after filling in legibly your full name, address and the National Identity Card number and signing in the space provided and filling in the date of the signature.
2. A Member entitled to attend and vote at the Meeting is entitled to appoint a Proxy who need not be a member, to attend and vote on behalf of him. Please indicate with an "X" in the boxes provided how your Proxy is to vote on each resolution. If no indication is given, the Proxy in his discretion will vote as he thinks fit.
3. If the Form of Proxy is signed by an Attorney, the relevant Power of Attorney should also accompany the completed Form of Proxy for registration, if such Power of Attorney has not already been registered with the Company.
4. In the case of a Corporate Member, the Form of Proxy must be executed in the manner prescribed by the Articles of Association/Statute.
5. The completed Form of Proxy should be deposited at the Registered Office of the Company, No. 13, De Fonseka Place, Colombo 04 by 10.00 a.m. on Sunday the 20th day of September 2020, being forty-eight (48) hours before the time appointed for the holding of the meeting.

Please provide the following details:

Shareholder's N.I.C./ Passport/Company Registration No.	Shareholder's Folio No.	Number of shares held	Proxy Holder's N.I.C. No. (if not a Director)