

Key Facts Document- Lending Products

Procedures to follow and further information

Following platforms can be utilized to inquire on our products and services we offer at Softlogic Finance PLC.

Call us on: +94 112 104 204

Email us on: info@softlogicfinance.lk

Website: <https://softlogicfinance.lk/>

Visit us: Head Office -JFI Tower 3,Zone B&C, 6th Floor,No.75,
Piyadasa Sirisena Mawatha,Colombo 10,Sri Lanka.

You can visit any Softlogic Finance branch on weekdays from 8.30 a.m. to 5.00 p.m. Please find your closest branch from the list below.

<https://softlogicfinance.lk/branch-network/>

Our Social Media channels are readily available for further information and inquiry.

Facebook : <https://www.facebook.com/softlogicfinance/>

Instagram : <https://www.instagram.com/softlogicfinance/>

YouTube : <https://www.youtube.com/channel/UCjGGuCMLMQOUfDOrzXZCcXQ/featured>

LinkedIn : <https://lk.linkedin.com/company/softlogic-finance-plc>

Complaint Management Procedure

The following methods are available to customers to lodge complaints;

Through the Branch Manager

Through the Call Center. (0112 104 204)

Email us at: info@softlogicfinance.lk

Write to: Customer Complaints Officer, JFI Tower 3,Zone B&C, 6th Floor,No.75,
Piyadasa Sirisena Mawatha,Colombo 10,Sri Lanka.

In the event a satisfactory solution is not provided by the Company, customer can escalate the complaint to the office of the Financial Ombudsman of Sri Lanka.

Financial Ombudsman

Office of the Financial Ombudsman, 143A, Vajira Road,
Colombo 05.

Contact Number: +94 11 259 5624

Telefax: +94 11 259 5625 Email: fosril@sltnet.lk

Website: www.financialombudsman.lk

Complaint Handling Procedure

[Complaint Handling Procedure - Manual 2024](#)

1. Key Facts Document – Leases

<p>Key features and the nature of products/ services</p>	<ul style="list-style-type: none"> • We offer a wide range of leasing solutions to you, whether you're a professional, businessman, self-employed or corporate entity. • Leasing product offers a range of features to customers who intend to purchase motor vehicles, three wheelers, bikes, commercial and land vehicles (selectively) etc. • This product offers an affordable monthly rental with a minimum period of one year where monthly rental and the period can be customized as per the customers' requirement.
<p>Main terms and conditions</p>	<p>Eligibility criteria for the product;</p> <p>1. Individuals: Applicant should be a Sri Lankan citizen of age above 18</p> <ol style="list-style-type: none"> a. Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP) b. Address proof –NIC/ Utility Bill/ Grama Sewaka Certificate c. Income proof – Salary Slips/ Bank Documents/ other income proof documents d. Guarantor details–NIC/DL/PP, Billing proof/ Income Proof <p>2. Sole Proprietorship:</p> <ol style="list-style-type: none"> a. Identification proof– Business Registration (BR) b. Income proof – Bank statements, financial statements <p>3. Partnership:</p> <ol style="list-style-type: none"> a. Identification proof– BR, Consent of all partners b. Income proof – Bank statements, financial statements <p>4. Corporate Customers:</p> <ol style="list-style-type: none"> a. Identification proof– BR/ Form 41 or Form 1/20/ Memorandum of Articles and Board Resolution certified by Director or Secretary of the Company b. Address proof– Form 13 c. Income proof– Financial Statements/ Bank Statements/ other income proof documents d. Guarantor details–ID proof, Address confirmation, Income proof <p>5. Other requirements</p>

	<p>a. Duly completed application form</p> <p>Following details of the vehicles are required for all types of aforementioned clients</p> <ul style="list-style-type: none"> a. Supplier Invoice b. Revenue License & Tax Receipts c. Duplicate Key d. Vehicle Valuation Report e. Certificate of Registration
Legal provision	Finance Leasing Act No. 56 of 2000
Interest Rates/ Penalties	<ul style="list-style-type: none"> • A fixed interest rate is charged during the tenure of the leasing product based on the credit risk of the client. • Penal rate of 3% per month will be applicable only after seven days of grace period.
Charges/ Fees/ Commissions	<p>Following charges are applicable for finance lease facilities.</p> <ol style="list-style-type: none"> 1. CRIB Charges 2. Vehicle Valuation 3. Stamp Duty 4. RMV Charges 5. Insurance Premiums 6. Documentation Charges 7. Service Fee

2. Key Facts Document – Vehicle Loans

Key features and the nature of products/ services	<ul style="list-style-type: none"> • This product offers Variable and fixed interest rates to customers who intend to purchase motor vehicles by mortgaging the asset with Softlogic Finance. • All professionals, businessmen or corporate entities are eligible for this facility.
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	<ul style="list-style-type: none"> This product offers an affordable monthly rental with a minimum period of six months where monthly rental and the period can be customized as per the customers' requirement.
Main terms and conditions	<p>Eligibility criteria for the product;</p> <p>1. Individuals: Applicant should be a Sri Lankan citizen of age above 18</p> <ol style="list-style-type: none"> Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP) Address proof –NIC/ Utility Bill/ Grama Sewaka Certificate Income proof – Salary Slips/ Bank Documents/ other income proof documents Guarantor details–NIC/DL/PP, Billing proof/ Income Proof <p>2. Sole Proprietorship:</p> <ol style="list-style-type: none"> Identification proof– Business Registration (BR) Income proof – Bank statements, financial statements <p>3. Partnership:</p> <ol style="list-style-type: none"> Identification proof– BR, Consent of all partners Income proof – Bank statements, financial statements <p>4. Corporate Customers:</p> <ol style="list-style-type: none"> Identification proof– BR/ Form 41 or Form 1/20/ Memorandum of Articles and Board Resolution certified by Director or Secretary of the Company Address proof– Form 13 Income proof– Financial Statements/ Bank Statements/ other income proof documents Guarantor details–ID proof, Address confirmation, Income proof <p>5. Other requirements</p> <ol style="list-style-type: none"> Duly completed application form <p>Following details of the vehicles are required for all types of aforementioned clients</p> <ol style="list-style-type: none"> Supplier Invoice Revenue License & Tax Receipts Duplicate Key Vehicle Valuation Report Certificate of Registration
Legal provision	Mortgage Act No. 06 of 1946 as amended
Interest Rates/ Penalties	<ul style="list-style-type: none"> Loans can be obtained under fixed or variable interest rates.

	<ul style="list-style-type: none"> • The interest rate is determined for the vehicle loan product based on the credit risk of the client. • Penal rate of 3% per month will be applicable only after seven days of grace period.
Charges/ Fees/ Commissions	<p>Following charges are applicable for finance lease facilities.</p> <ol style="list-style-type: none"> 1. CRIB Charges 2. Vehicle Valuation 3. Stamp Duty 4. RMV Charges 5. Insurance Premiums 6. Documentation Charges 7. Mortgage Fee

3. Key Facts Document – Vehicle Mortgage Revolving Loan

Key features and the nature of products/ services	<ul style="list-style-type: none"> • Softlogic Finance Vehicle Mortgage Revolving Loan enables you to obtain special loan facilities against the vehicle. • Vehicle Mortgage Revolving Loan can be used as a flexible working capital solution. • Clients can pay the interest monthly and the capital at maturity. • Ability to repay the capital fully or partially at any point of the tenure.
Main terms and conditions	<p>Eligibility criteria for the product;</p> <p>1. Individuals: Applicant should be a Sri Lankan citizen of age above 18</p> <ol style="list-style-type: none"> a. Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP) b. Address proof –NIC/ Utility Bill/ Grama Sewaka Certificate c. Income proof – Salary Slips/ Bank Documents/ other income proof documents d. Guarantor details–NIC/DL/PP, Billing proof/ Income Proof <p>2. Sole Proprietorship:</p> <ol style="list-style-type: none"> a. Identification proof– Business Registration (BR) b. Income proof – Bank statements, financial statements <p>3. Partnership:</p> <ol style="list-style-type: none"> a. Identification proof– BR, Consent of all partners b. Income proof – Bank statements, financial statements

	<p>4. Corporate Customers:</p> <ul style="list-style-type: none"> a. Identification proof– BR/ Form 41 or Form 1/20/ Memorandum of Articles and Board Resolution certified by Director or Secretary of the Company b. Address proof– Form 13 c. Income proof– Financial Statements/ Bank Statements/ other income proof documents d. Guarantor details–ID proof, Address confirmation, Income proof <p>5. Other requirements</p> <ul style="list-style-type: none"> a. Duly completed application form <p>Following details of the vehicles are required for all types of aforementioned clients</p> <ul style="list-style-type: none"> a. Supplier Invoice b. Revenue License & Tax Receipts c. Duplicate Key d. Vehicle Valuation Report e. Certificate of Registration
Legal provision	Mortgage Act No. 06 of 1946 as amended
Interest Rates/ Penalties	<ul style="list-style-type: none"> • A variable interest rate is charged during the tenure of the Vehicle Mortgage Revolving Loan facilities are based on the credit risk of the client. • Penal rate of 3% per month will be applicable only after seven days of grace period.
Charges/ Fees/ Commissions	<p>Following charges are applicable for Vehicle Mortgage Revolving Loan facilities.</p> <ul style="list-style-type: none"> 1. CRIB Charges 2. Vehicle Valuation 3. Stamp Duty 4. RMV Charges 5. Insurance Premiums 6. Documentation Charges

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4. Key Facts Document – Personal Loans

<p>Key features and the nature of products/ services</p>	<ul style="list-style-type: none"> • Our Personal Loan scheme caters all personal cash requirements of our Softlogic Group employees at a competitive interest rate. • Loan facility will be provided to fixed income or Pension Income earners. • Maximum tenure up to 4 years.
<p>Main terms and conditions</p>	<p>Eligibility criteria for the product;</p> <p>1. Individuals:</p> <ul style="list-style-type: none"> • Applicant should be a Sri Lankan citizen of age above 18 • Applicant must be under permanent employment within Softlogic Group • Employer must give a written irrevocable undertaking to assign the monthly installment to Softlogic Finance. <ul style="list-style-type: none"> a. Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP) b. Address proof –NIC/ Utility bill/ Grama Sewaka Certificate c. Income proof – Salary Slips/ other income proof documents d. Guarantor details – NIC/DL/PP <p>2. Other requirements</p> <ul style="list-style-type: none"> a. Duly completed application form
<p>Legal provision</p>	<p>Contract Law</p>
<p>Interest Rates/ Penalties</p>	<ul style="list-style-type: none"> • Loans are granted under fixed interest rates. • Penal rate of 3% p.m. will be applicable only after seven days of grace period.
<p>Charges/ Fees/ Commissions</p>	<p>Following charges are applicable for Personal Loan facilities.</p> <ul style="list-style-type: none"> a. Documentation Charges

5. Key Facts Document – Factoring

<p>Key features and the nature of products/ services</p>	<ul style="list-style-type: none"> • This is a working capital financing solution offered to regular income earning entrepreneurs who are engaged in all Small & Medium scale businesses and to mid-tier corporates. • The customers are given a maximum credit period 120 days. • Minimum facility size would be Rs.500,000/= • Businesses to have stable debtor with movable products.
<p>Main terms and conditions</p>	<p>Eligibility criteria for the product;</p> <p>1. Individuals: Applicant should be a Sri Lankan citizen of age above 18</p> <ul style="list-style-type: none"> a. Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP) b. Address proof –NIC/ Utility Bill/ Grama Sewaka Certificate c. Income proof – Salary Slips/ Bank Documents/ other income proof documents d. Guarantor details–NIC/DL/PP, Billing proof/ Income Proof <p>2. Sole Proprietorship:</p> <ul style="list-style-type: none"> a. Identification proof– Business Registration (BR) b. Income proof – Bank statements, financial statements <p>3. Partnership:</p> <ul style="list-style-type: none"> a. Identification proof– BR, Consent of all partners b. Income proof – Bank statements, financial statements <p>Other requirements</p> <ul style="list-style-type: none"> a. Duly completed application form
<p>Legal provision</p>	<p>Contract Law</p>
<p>Interest Rates/ Penalties</p>	<ul style="list-style-type: none"> • Loans are granted under fixed interest rates. • Penal rate of 5% per annum will be applicable only after fifteen days of grace period.

Charges/ Fees/ Commissions	<p>Following charges are applicable for Personal Loan facilities.</p> <ul style="list-style-type: none"> a. Set-up fee b. Invoice processing fee of 0.5%

6. Key Facts Document – Gold Loan

Key features and the nature of products/ services	<ul style="list-style-type: none"> • Softlogic Finance Gold Loan product has been designed to assist financial solutions for urgent cash needs. • Maximum gold loan advance for your gold articles. Loans are offered at lower interest rates. • Easy repayment schemes to select from 1,2, 3, 6, 9 and 12 months. • Repayment facility at any Softlogic Finance branch (open from Monday to Friday). • Highest security and a free insurance cover for your valuables. • Ability to redeem your jewelry/ gold coins/ gold biscuits without prior notice. • Extend loan period by paying minimum interest at maturity.
Main terms and conditions	<p>Eligibility criteria for the product</p> <p>Individuals: Applicant should be a Sri Lankan citizen of age above 18.</p> <ul style="list-style-type: none"> a. Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP) b. The gold mixture of the article should not be less than 16 karatage.
Legal provision	Mortgage Act No. 06 of 1946 as amended
Interest Rates/ Penalties	<ul style="list-style-type: none"> • Fixed interest rates are applicable for this product. • The interest rate is decided based on the tenure. • Penal rate of 5%% per month will be applicable after maturity.

