

## **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](mailto:info@softlogicfinance.lk)

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

Visit us: Head Office -JFI Tower 3,Zone B&C, 6<sup>th</sup> 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**

Complaint Handling Procedure [Complaint Handling Procedure - Manual 2024](#)

#### **1. Key Facts Document – Leases**

<b>Key features and the nature of products/ services</b>	<ul style="list-style-type: none"><li>• We offer a wide range of leasing solutions to you, whether you're a professional, businessman, self-employed or corporate entity.</li><li>• Leasing product offers a range of features to customers who intend to purchase motor vehicles, three wheelers, bikes, commercial and land vehicles (selectively) etc.</li><li>• 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.</li></ul>
<b>Main terms and conditions</b>	<b>Eligibility criteria for the product;</b> <b>1. Individuals: Applicant should be a Sri Lankan citizen of age above 18</b> a. Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP)

	<ul style="list-style-type: none"> <li>b. Address proof –NIC/ Utility Bill/ Grama Sewaka Certificate</li> <li>c. Income proof – Salary Slips/ Bank Documents/ other income proof documents</li> <li>d. Guarantor details–NIC/DL/PP, Billing proof/ Income Proof</li> </ul> <p><b>2. Sole Proprietorship:</b></p> <ul style="list-style-type: none"> <li>a. Identification proof– Business Registration (BR)</li> <li>b. Income proof – Bank statements, financial statements</li> </ul> <p><b>3. Partnership:</b></p> <ul style="list-style-type: none"> <li>a. Identification proof– BR, Consent of all partners</li> <li>b. Income proof – Bank statements, financial statements</li> </ul> <p><b>4. Corporate Customers:</b></p> <ul style="list-style-type: none"> <li>a. Identification proof– BR/ Form 41 or Form 1/20/ Memorandum of Articles and Board Resolution certified by Director or Secretary of the Company</li> <li>b. Address proof– Form 13</li> <li>c. Income proof– Financial Statements/ Bank Statements/ other income proof documents</li> <li>d. Guarantor details–ID proof, Address confirmation, Income proof</li> </ul> <p><b>5. Other requirements</b></p> <ul style="list-style-type: none"> <li>a. Duly completed application form</li> </ul> <p><b>Following details of the vehicles are required for all types of aforementioned clients</b></p> <ul style="list-style-type: none"> <li>a. Supplier Invoice</li> <li>b. Revenue License &amp; Tax Receipts</li> <li>c. Duplicate Key</li> <li>d. Vehicle Valuation Report</li> <li>e. Certificate of Registration</li> </ul>
<b>Legal provision</b>	<b>Finance Leasing Act No. 56 of 2000</b>
<b>Interest Rates/ Penalties</b>	<ul style="list-style-type: none"> <li>• A fixed interest rate is charged during the tenure of the leasing product based on the credit risk of the client.</li> <li>• Penal rate of 3% per month will be applicable only after seven days of grace period.</li> </ul>
<b>Charges/ Fees/ Commissions</b>	<p>Following charges are applicable for finance lease facilities.</p> <ul style="list-style-type: none"> <li>1. CRIB Charges</li> <li>2. Vehicle Valuation</li> </ul>

	<ol style="list-style-type: none"> <li>3. Stamp Duty</li> <li>4. RMV Charges</li> <li>5. Insurance Premiums</li> <li>6. Documentation Charges</li> <li>7. Service Fee</li> </ol>
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## 2. Key Facts Document – Vehicle Loans

<p><b>Key features and the nature of products/ services</b></p>	<ul style="list-style-type: none"> <li>• This product offers Variable and fixed interest rates to customers who intend to purchase motor vehicles by mortgaging the asset with Softlogic Finance.</li> <li>• All professionals, businessmen or corporate entities are eligible for this facility.</li> <li>• 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.</li> </ul>
<p><b>Main terms and conditions</b></p>	<p><b>Eligibility criteria for the product;</b></p> <ol style="list-style-type: none"> <li><b>1. Individuals: Applicant should be a Sri Lankan citizen of age above 18</b> <ol style="list-style-type: none"> <li>a. Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP)</li> <li>b. Address proof –NIC/ Utility Bill/ Grama Sewaka Certificate</li> <li>c. Income proof – Salary Slips/ Bank Documents/ other income proof documents</li> <li>d. Guarantor details–NIC/DL/PP, Billing proof/ Income Proof</li> </ol> </li> <li><b>2. Sole Proprietorship:</b> <ol style="list-style-type: none"> <li>a. Identification proof– Business Registration (BR)</li> <li>b. Income proof – Bank statements, financial statements</li> </ol> </li> <li><b>3. Partnership:</b> <ol style="list-style-type: none"> <li>a. Identification proof– BR, Consent of all partners</li> <li>b. Income proof – Bank statements, financial statements</li> </ol> </li> <li><b>4. Corporate Customers:</b></li> </ol>

	<p>a. Identification proof– BR/ Form 41 or Form 1/20/ Memorandum of Articles and Board Resolution certified by Director or Secretary of the Company</p> <p>b. Address proof– Form 13</p> <p>c. Income proof– Financial Statements/ Bank Statements/ other income proof documents</p> <p>d. Guarantor details–ID proof, Address confirmation, Income proof</p> <p><b>5. Other requirements</b></p> <p>a. Duly completed application form</p> <p><b>Following details of the vehicles are required for all types of aforementioned clients</b></p> <p>a. Supplier Invoice</p> <p>b. Revenue License &amp; Tax Receipts</p> <p>c. Duplicate Key</p> <p>d. Vehicle Valuation Report</p> <p>e. Certificate of Registration</p>
<b>Legal provision</b>	<b>Mortgage Act No. 06 of 1946 as amended</b>
<b>Interest Rates/ Penalties</b>	<ul style="list-style-type: none"> <li>• Loans can be obtained under fixed or variable interest rates.</li> <li>• The interest rate is determined for the vehicle loan product based on the credit risk of the client.</li> <li>• Penal rate of 3% per month will be applicable only after seven days of grace period.</li> </ul>
<b>Charges/ Fees/ Commissions</b>	<p>Following charges are applicable for finance lease facilities.</p> <ol style="list-style-type: none"> <li>1. CRIB Charges</li> <li>2. Vehicle Valuation</li> <li>3. Stamp Duty</li> <li>4. RMV Charges</li> <li>5. Insurance Premiums</li> <li>6. Documentation Charges</li> <li>7. Mortgage Fee</li> </ol>

### 3. Key Facts Document – Vehicle Mortgage Revolving Loan

<b>Key features and the nature of products/ services</b>	<ul style="list-style-type: none"> <li>• Softlogic Finance Vehicle Mortgage Revolving Loan enables you to obtain special loan facilities against the vehicle.</li> <li>• Vehicle Mortgage Revolving Loan can be used as a flexible working capital solution.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Clients can pay the interest monthly and the capital at maturity.</li> <li>• Ability to repay the capital fully or partially at any point of the tenure.</li> </ul>
<p><b>Main terms and conditions</b></p>	<p><b>Eligibility criteria for the product;</b></p> <p><b>1. Individuals: Applicant should be a Sri Lankan citizen of age above 18</b></p> <ol style="list-style-type: none"> <li>a. Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP)</li> <li>b. Address proof –NIC/ Utility Bill/ Grama Sewaka Certificate</li> <li>c. Income proof – Salary Slips/ Bank Documents/ other income proof documents</li> <li>d. Guarantor details–NIC/DL/PP, Billing proof/ Income Proof</li> </ol> <p><b>2. Sole Proprietorship:</b></p> <ol style="list-style-type: none"> <li>a. Identification proof– Business Registration (BR)</li> <li>b. Income proof – Bank statements, financial statements</li> </ol> <p><b>3. Partnership:</b></p> <ol style="list-style-type: none"> <li>a. Identification proof– BR, Consent of all partners</li> <li>b. Income proof – Bank statements, financial statements</li> </ol> <p><b>4. Corporate Customers:</b></p> <ol style="list-style-type: none"> <li>a. Identification proof– BR/ Form 41 or Form 1/20/ Memorandum of Articles and Board Resolution certified by Director or Secretary of the Company</li> <li>b. Address proof– Form 13</li> <li>c. Income proof– Financial Statements/ Bank Statements/ other income proof documents</li> <li>d. Guarantor details–ID proof, Address confirmation, Income proof</li> </ol> <p><b>5. Other requirements</b></p> <ol style="list-style-type: none"> <li>a. Duly completed application form</li> </ol> <p><b>Following details of the vehicles are required for all types of aforementioned clients</b></p>

	<ul style="list-style-type: none"> <li>a. Supplier Invoice</li> <li>b. Revenue License &amp; Tax Receipts</li> <li>c. Duplicate Key</li> <li>d. Vehicle Valuation Report</li> <li>e. Certificate of Registration</li> </ul>
<b>Legal provision</b>	<b>Mortgage Act No. 06 of 1946 as amended</b>
<b>Interest Rates/ Penalties</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Penal rate of 3% per month will be applicable only after seven days of grace period.</li> </ul>
<b>Charges/ Fees/ Commissions</b>	<p>Following charges are applicable for Vehicle Mortgage Revolving Loan facilities.</p> <ol style="list-style-type: none"> <li>1. CRIB Charges</li> <li>2. Vehicle Valuation</li> <li>3. Stamp Duty</li> <li>4. RMV Charges</li> <li>5. Insurance Premiums</li> <li>6. Documentation Charges</li> </ol>

#### 4. Key Facts Document – Personal Loans

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

**5. Key Facts Document – Factoring**

<b>Key features and the nature of products/ services</b>	<ul style="list-style-type: none"> <li>• This is a working capital financing solution offered to regular income earning entrepreneurs who are engaged in all Small &amp; Medium scale businesses and to mid-tier corporates.</li> <li>• The customers are given a maximum credit period 120 days.</li> <li>• Minimum facility size would be Rs.500,000/=</li> </ul>
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	<ul style="list-style-type: none"> <li>• Businesses to have stable debtor with movable products.</li> </ul>
<b>Main terms and conditions</b>	<p><b>Eligibility criteria for the product;</b></p> <p><b>1. Individuals: Applicant should be a Sri Lankan citizen of age above 18</b></p> <ol style="list-style-type: none"> <li>Identification proof–National Identity Card (NIC)/ Driving License (DL)/ Passport (PP)</li> <li>Address proof –NIC/ Utility Bill/ Grama Sewaka Certificate</li> <li>Income proof – Salary Slips/ Bank Documents/ other income proof documents</li> <li>Guarantor details–NIC/DL/PP, Billing proof/ Income Proof</li> </ol> <p><b>2. Sole Proprietorship:</b></p> <ol style="list-style-type: none"> <li>Identification proof– Business Registration (BR)</li> <li>Income proof – Bank statements, financial statements</li> </ol> <p><b>3. Partnership:</b></p> <ol style="list-style-type: none"> <li>Identification proof– BR, Consent of all partners</li> <li>Income proof – Bank statements, financial statements</li> </ol> <p><b>Other requirements</b></p> <ol style="list-style-type: none"> <li>Duly completed application form</li> </ol>
<b>Legal provision</b>	<b>Contract Law</b>
<b>Interest Rates/ Penalties</b>	<ul style="list-style-type: none"> <li>• Loans are granted under fixed interest rates.</li> <li>• Penal rate of 5% per annum will be applicable only after fifteen days of grace period.</li> </ul>
<b>Charges/ Fees/ Commissions</b>	<p>Following charges are applicable for Personal Loan facilities.</p> <ol style="list-style-type: none"> <li>Set-up fee</li> <li>Invoice processing fee of 0.5%</li> </ol>

## 6. Key Facts Document – Gold Loan

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