

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

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

1. Key Facts Document – Leases

Key features and the nature of products/ services	<ul style="list-style-type: none">• We offer a wide range of leasing solutions to customers, 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.
Main terms and conditions	Eligibility criteria for the product; 1. Individuals: Applicant should be a Sri Lankan citizen of age above 18 <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

	<p>c. Income proof – Salary Slips/ Bank Documents/ other income proof documents</p> <p>d. Guarantor details–NIC/DL/PP, Billing proof/ Income Proof</p> <p>2. Sole Proprietorship:</p> <p>a. Identification proof– Business Registration (BR)</p> <p>b. Income proof – Bank statements, financial statements</p> <p>3. Partnership:</p> <p>a. Identification proof– BR, Consent of all partners</p> <p>b. Income proof – Bank statements, financial statements</p> <p>4. Corporate Customers:</p> <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>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> <p>a. Supplier Invoice</p> <p>b. Revenue License & Tax Receipts</p> <p>c. Duplicate Key</p> <p>d. Vehicle Valuation Report</p> <p>e. Certificate of Registration</p>
Legal provision	Finance Leasing Act No. 56 of 2000 as amended
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 6% per month will be applicable only after seven days of grace period.
Charges/ Fees/ Commissions	Following charges are applicable for finance lease facilities.

Leases	Type of Fees, Charges and Commission	Rate/Amount
Lease processing Fee	Up to Rs.100,000	4% of the Lease Amount
	Rs.100,000- Rs.500,000	3.50 % of the Lease Amount
	Rs.500,001-Rs.1,000,000	Rs.15,000
	Above Rs.1,000,000	Rs.20,000
Lease - 4 wheel	Transfer Fee on settlement of facility	Rs.4,000.00
Lease - 3 wheel / 2 -wheel	Transfer Fee on settlement of facility	Rs.1,500.00
Lease – 2-Wheeler / 3-Wheeler	Issuing Duplicate Deletion Letter	Rs.500.00
Lease – 4-Wheeler	Issuing Duplicate Deletion Letter	Rs.1,000.00
Lease	Due date change	Rs.3,000.00
Lease	Service charge on issuance of confirmation letters (including No arrears letters, Invoice /Balance confirmations /Facility status reports)	Rs.2,000.00
Lease	Recovery visits charges	Rs.500.00 per visit
Lease	Introducer Commission (if applicable)	1% - 3% of the Lease amount
Lease	Postage	
	- Normal post - Registered post	- Rs.75/- per post - Rs.150/- per post
	Cheque return Charge	Rs.1,000.00

2. Key Facts Document – Vehicle Loans

<p>Key features and the nature of products/ services</p>	<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. • 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.
<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> <ol 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> <ol 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"> Loans can be obtained under fixed or variable interest rates. The interest rate is determined for the vehicle loan product based on the credit risk of the client. Penal rate of 6% per month will be applicable only after seven days of grace period. 		
Charges/ Fees/ Commissions	Following charges are applicable for finance lease facilities.		
	Vehicle Loans	Type of Fees, Charges and Commission	Rate/Amount
	Loan processing Fee	Up to Rs.100,000	4% of the Loan Amount
		Rs.100,000- Rs.500,000	3.50 % of the Loan Amount
		Rs.500,001-Rs.1,000,000	Rs.15,000
		Above Rs.1,000,000	Rs.20,000
	Vehicle Loans	Transfer Fee on settlement of facility	Rs.1,500.00
	Vehicle Loan – 2-Wheeler / 3-Wheeler	Issuing Duplicate Deletion Letter	Rs.500.00
	Vehicle Loan – 4-Wheeler	Issuing Duplicate Deletion Letter	Rs.1,000.00
	Loan	Due date change	Rs.3,000.00
	Loans	Service charge on issuance of confirmation letters (including No arrears letters, Invoice /Balance confirmations /Facility status reports)	Rs.2,000.00
	Loans	Recovery visits charges	Rs.500.00 per visit
	Vehicle Loans	Introducer Commission (if applicable)	1% - 3% of the Loan amount
	Loans	Postage	
		- Normal post - Registered post	- Rs.75/- per post - Rs.150/- per post
	Loans	Notarial fees for Preparation and Registration of Mortgage Bonds.	Per Bond,

	<ul style="list-style-type: none"> - By a Panel Lawyer - By a Company Lawyer 	<ul style="list-style-type: none"> - Up to 3% of the Loan Amount - Up to 2% of the Loan Amount
	Cheque return Charge	Rs.1,000.00

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> <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>4. Corporate Customers:</p>

	<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>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> <p>a. Supplier Invoice</p> <p>b. Revenue License & Tax Receipts</p> <p>c. Duplicate Key</p> <p>d. Vehicle Valuation Report</p> <p>e. Certificate of Registration</p>																		
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 6% 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> <table border="1" data-bbox="467 1381 1425 1820"> <thead> <tr> <th data-bbox="467 1381 706 1507">Vehicle Mortgage Revolving Loan</th> <th data-bbox="706 1381 1109 1507">Type of Fees, Charges and Commission</th> <th data-bbox="1109 1381 1425 1507">Rate/Amount</th> </tr> </thead> <tbody> <tr> <td data-bbox="467 1507 706 1581">Loan processing Fee</td> <td data-bbox="706 1507 1109 1581">Up to Rs.100,000</td> <td data-bbox="1109 1507 1425 1581">4% of the Loan Amount</td> </tr> <tr> <td data-bbox="467 1581 706 1654"></td> <td data-bbox="706 1581 1109 1654">Rs.100,000- Rs.500,000</td> <td data-bbox="1109 1581 1425 1654">3.50 % of the Loan Amount</td> </tr> <tr> <td data-bbox="467 1654 706 1707"></td> <td data-bbox="706 1654 1109 1707">Rs.500,001-Rs.1,000,000</td> <td data-bbox="1109 1654 1425 1707">Rs.15,000</td> </tr> <tr> <td data-bbox="467 1707 706 1759"></td> <td data-bbox="706 1707 1109 1759">Above Rs.1,000,000</td> <td data-bbox="1109 1707 1425 1759">Rs.20,000</td> </tr> <tr> <td data-bbox="467 1759 706 1820">Vehicle Loans</td> <td data-bbox="706 1759 1109 1820">Transfer Fee on settlement of facility</td> <td data-bbox="1109 1759 1425 1820">Rs.1,500.00</td> </tr> </tbody> </table>	Vehicle Mortgage Revolving Loan	Type of Fees, Charges and Commission	Rate/Amount	Loan processing Fee	Up to Rs.100,000	4% of the Loan Amount		Rs.100,000- Rs.500,000	3.50 % of the Loan Amount		Rs.500,001-Rs.1,000,000	Rs.15,000		Above Rs.1,000,000	Rs.20,000	Vehicle Loans	Transfer Fee on settlement of facility	Rs.1,500.00
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Loan processing Fee	Up to Rs.100,000	4% of the Loan Amount																	
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	Above Rs.1,000,000	Rs.20,000																	
Vehicle Loans	Transfer Fee on settlement of facility	Rs.1,500.00																	

	Vehicle Loan – 2-Wheeler / 3-Wheeler	Issuing Duplicate Deletion Letter	Rs.500.00
	Vehicle Loan – 4-Wheeler	Issuing Duplicate Deletion Letter	Rs.1,000.00
	Loan	Due date change	Rs.3,000.00
	Loans	Service charge on issuance of confirmation letters (including No arrears letters, Invoice /Balance confirmations /Facility status reports)	Rs.2,000.00
	Loans	Recovery visits charges	Rs.500.00 per visit
	Vehicle Loans	Introducer Commission (if applicable)	1% - 3% of the Loan amount
	Loans	Postage - Normal post - Registered post	- Rs.75/- per post - Rs.150/- per post
	Loans	Notarial fees for Preparation and Registration of Mortgage Bonds. - By a Panel Lawyer - By a Company Lawyer	Per Bond, - Up to 3% of the Loan Amount - Up to 2% of the Loan Amount
		Cheque return Charge	Rs.1,000.00

4. Key Facts Document – Personal Loans

Key features and the nature of products/ services	<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. 								
Main terms and conditions	Eligibility criteria for the product; <ol style="list-style-type: none"> 1. Individuals: <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. <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/ other income proof documents d. Guarantor details – NIC/DL/PP 2. Other requirements <ol style="list-style-type: none"> a. Duly completed application form 								
Legal provision	Contract Law								
Interest Rates/ Penalties	<ul style="list-style-type: none"> • Loans are granted under fixed interest rates. • Penal rate of 6% p.m. will be applicable only after seven days of grace period. 								
Charges/ Fees/ Commissions	<p>Following charges are applicable for Personal Loan facilities.</p> <table border="1" data-bbox="539 1619 1453 1877"> <thead> <tr> <th data-bbox="539 1619 727 1696">Personal Loans</th> <th data-bbox="727 1619 1162 1696">Type of Fees, Charges</th> <th data-bbox="1162 1619 1453 1696">Rate/Amount</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 1696 727 1808" rowspan="2">Loan processing Fee</td> <td data-bbox="727 1696 1162 1808">Up to Rs.100,000</td> <td data-bbox="1162 1696 1453 1808">4% of the Loan Amount</td> </tr> <tr> <td data-bbox="727 1808 1162 1877">Rs.100,000- Rs.500,000</td> <td data-bbox="1162 1808 1453 1877">3.50 % of the Loan Amount</td> </tr> </tbody> </table>	Personal Loans	Type of Fees, Charges	Rate/Amount	Loan processing Fee	Up to Rs.100,000	4% of the Loan Amount	Rs.100,000- Rs.500,000	3.50 % of the Loan Amount
Personal Loans	Type of Fees, Charges	Rate/Amount							
Loan processing Fee	Up to Rs.100,000	4% of the Loan Amount							
	Rs.100,000- Rs.500,000	3.50 % of the Loan Amount							

	Rs.500,001-Rs.1,000,000	Rs.15,000
	Above Rs.1,000,000	Rs.20,000
Loan	Due date change	Rs.3,000.00
Loan	Service charge on issuance of confirmation letters (including No arrears letters, Invoice /Balance confirmations /Facility status reports)	Rs.2,000.00
Loan	Recovery visits charges	Rs.500.00 per visit
Loan	Postage - Normal post - Registered post	- Rs.75/- per post - Rs.150/- per post
Loan	Notarial fees for Preparation and Registration of Mortgage Bonds. - By a Panel Lawyer - By a Company Lawyer	Per Bond, - Up to 3% of the Lease/Loan Amount - Up to 2% of the Lease/Loan Amount
	Cheque return Charge	Rs.1,000.00

5. Key Facts Document – Recourse Factoring

Key features and the nature of products/ services	<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 have stable debtors with movable products.• Upfront payments up to 80% against receivables/Credit invoices via CEFT transfers• Sales ledger administration & Debt collection services
Main terms and conditions	<ul style="list-style-type: none">• The applicant must be a Sri Lankan citizen of age above 21 and supplier with a minimum existence in 12 months in business.• Should be a business selling their products on credit terms to corporate/ established entity within the country.• The product sold should be a factorable product.• The terms and conditions of the facility approval will be at the sole discretion of the company.

	<ul style="list-style-type: none"> • The facility is recourse to the client. In the event of nonpayment/ default by the debtor, commercial dispute or any other dispute the client should settle the advances obtained along with interest, fees and overdue interest if applicable to the company. • General conditions stipulated on the principal agreement and offer letter. 																		
Applicable legal provision related to the product	Contract Law																		
Charges/ Fees/ Commissions	<p>The following charges are applicable for Factoring facilities.</p> <table border="1" data-bbox="539 1041 1453 1587"> <thead> <tr> <th data-bbox="539 1041 1094 1110">Type of Fees, Charges</th> <th data-bbox="1094 1041 1453 1110">Rate/Amount</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 1110 1094 1234">Overpaid interest Rate</td> <td data-bbox="1094 1110 1453 1234">5% p.a.</td> </tr> <tr> <td data-bbox="539 1234 1094 1276">Admin Fee</td> <td data-bbox="1094 1234 1453 1276">0.25 -0.5%</td> </tr> <tr> <td data-bbox="539 1276 1094 1318">Monthly minimum Admin Fee</td> <td data-bbox="1094 1276 1453 1318">0.1% of Facility limit</td> </tr> <tr> <td data-bbox="539 1318 1094 1402">Re-factoring charge</td> <td data-bbox="1094 1318 1453 1402">0.25 - 0.5% of the due invoice</td> </tr> <tr> <td data-bbox="539 1402 1094 1444">CEFT charge</td> <td data-bbox="1094 1402 1453 1444">Rs.25.00</td> </tr> <tr> <td data-bbox="539 1444 1094 1486">Cheque return charge</td> <td data-bbox="1094 1444 1453 1486">Rs.1,000.00</td> </tr> <tr> <td data-bbox="539 1486 1094 1528">Assignment Seal (One-off charge)</td> <td data-bbox="1094 1486 1453 1528">Rs.600.00</td> </tr> <tr> <td data-bbox="539 1528 1094 1587">Set -up Fee (One-off charge)</td> <td data-bbox="1094 1528 1453 1587">0.1% of Facility Limit</td> </tr> </tbody> </table>	Type of Fees, Charges	Rate/Amount	Overpaid interest Rate	5% p.a.	Admin Fee	0.25 -0.5%	Monthly minimum Admin Fee	0.1% of Facility limit	Re-factoring charge	0.25 - 0.5% of the due invoice	CEFT charge	Rs.25.00	Cheque return charge	Rs.1,000.00	Assignment Seal (One-off charge)	Rs.600.00	Set -up Fee (One-off charge)	0.1% of Facility Limit
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Assignment Seal (One-off charge)	Rs.600.00																		
Set -up Fee (One-off charge)	0.1% of Facility Limit																		

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	Eligibility criteria for the product Individuals: Applicant should be a Sri Lankan citizen of age above 18. <ol 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	Gold Loan	Type of Fees, Charges	Rate/Amount
	Gold Loan 1Month Max product	Service charge	1% p.a
		OD Interest	5% p.a
		Auction Letter Charges	Rs.450.00
	Gold loan 1 Month Super product	Service Charge	0.90% p.a
		OD Interest	5% p.a.
Auction Letter Charges		Rs.450.00	
Gold loan 3 Months Bank redemption product	Service Charge	0.50% p.a	
	OD Interest	5% p.a	
	Auction Letter Charges	Rs.450.00	
Gold loan 3 Months Bank Super product	OD Interest	5% p.a.	
	Auction Letter Charges	Rs.450.00	
Gold Loan Super VIP -01 month	Service Charge	0.5% p.a	

		OD Interest	5% p.a
		Auction Letter Charges	Rs.450.00
	Gold Loan Super VIP -03 months	OD Interest	5% p.a
		Auction Letter Charges	Rs.450.00