

Product Type	Loan Amount / Repayment Period	Interest Rate & Charges	Process in Brief	Basic Eligible Criteria	Complain Handling Management
Loans for Foreign Employment Purpose	<ul style="list-style-type: none"> <li>• Repayment period of loan Up to 36 months</li> <li>• Loan amount Rs. 200,000 – 2,800,000.</li> </ul>	<ul style="list-style-type: none"> <li>• Prevailing rates will be available on the inquiry</li> <li>• Penal Interest: - 5% per Month</li> <li>• Fees /charges: - Documentation fee – Rs.5,500.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers who are willing to obtain a facility can also visit the branch network or contact a relevant marketing personnel and make the request.</li> <li>• Customers may also contact our hotline on <b>1317</b> for further assistance or to make a request.</li> <li>• Client should submit the facility application along with all supporting documents (Including the SLBFE document)</li> <li>• Credit appraisal.</li> <li>• Marketing Executive make the client visit as part of the client evaluation.</li> <li>• Facility approval and disbursement.</li> </ul>	<ul style="list-style-type: none"> <li>• The applicant should be a Sri Lankan within the legally acceptable age limit to obtain a finance facility.</li> <li>• Loan is strictly for Foreign Employment purposes through Sri Lanka Foreign Bureau credit guarantee will be obtain through Sri Lanka Export (SLECIC). Applicable premium to be paid by the applicant.</li> <li>• Client profile should be in line and meet the requirements as per the company lending criteria.</li> <li>• Applicant must demonstrate repayment capacity</li> <li>• Two guarantors with verifiable income are mandatory</li> </ul>	<ul style="list-style-type: none"> <li>• Customer can complaint directly through common hotline <ul style="list-style-type: none"> <li>▪ <b>Call on:</b> 1317</li> <li>▪ <b>Write to:</b> The Manager Head of Customer Service LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya.</li> <li>▪ <b>E-mail on:</b> <a href="mailto:info@lolcfinance.com">info@lolcfinance.com</a></li> </ul> </li> <li>Required information to place a complaint <ul style="list-style-type: none"> <li>▪ Name</li> <li>▪ NIC number</li> <li>▪ Mobile number</li> <li>▪ Contract number</li> <li>▪ Details of the complaint</li> <li>▪ Date of complaint</li> </ul> </li> <li>• Customer may raise any complaint with the Head Office or the relevant Branch Manager.</li> <li>• Can direct to financial ombudsman if the above methods do not work.</li> </ul>

				<ul style="list-style-type: none"><li>• All facility requests are subject to a credit evaluation and all facility approvals will be at the sole discretion of the company.</li><li>• On an event of Non-Repayment as per the agreement, customer is liable to pay all the late payment fees/ charges/ interest charged on the same to the company.</li><li>• It is required for the borrower/s to open a Savings Account at LOLC Finance PLC until the settlement of the relevant facility.</li></ul>	<p><b>Financial Ombudsman of Sri Lanka</b> No. 143A, Vajira Road, Colombo 5 +94 11 2595624 Email - <a href="mailto:fosril@sltnet.lk">fosril@sltnet.lk</a> Web - <a href="http://www.financialombudsman.lk">www.financialombudsman.lk</a></p>
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