

ProductName	Financial & other benefits including any incentives & promotions	Fees/ Charges, Commission, interest etc.	Procedure to be followed to obtain Product/ Service	Key Terms & Conditions	Complaint Handling Procedure
Quadricycle Lease	Special Promotions discounts with the supplier (Subjected to availability).	- Rates as per tariff sheet decided by the ALCO. - All Applicable statutory and other charges/fees. - Maximum cost of the facility restricted as per CBSL LTV guidelines	- Customers who are willing to obtain financial facility may visit the Branch Network/ Contact the relevant company personnel as per the marketing material. - Client submit the Facility application along with all supporting documents. - Prepare and submit Credit Appraisal for approval - Marketing executive make the client visit (Residential/ Business) as part of the client evaluation. - Facility Approval and Disbursement.	- The applicant should be Sri Lankan within the legally acceptable age limit to obtain a finance facility. - Applicant can be a salaried employee or self- employed. - Client profile should be in line and meet the requirements as per the company lending criteria. - All facility requests are subject to a credit evaluation and all facility approvals will be at the sole discretion of the company. - On an event of Nonrepayment as per the agreement, customer is liable to pay all the late payment fees/charges/ interest charged on behalf of the same to the company.	- Customer can complaint directly through common hotline. Call on: 1317 Write to: The Manager Head of Customer Service LOLC Finance PLC No. 100/1, Sri Jayawardanapura Road Rajagiriya. E-mail on: info@lolcfianace.com Required information to place a complaint - Name - NIC number - Mobile number - Contract number - Details of the complaint - Date of complaint Customer can get the assistance of Branch Manager to lodge a complaint Complaints without sufficient proof & details will not consider as formal complaint Company will respond to the customer with the decision/ solution

				• Once all commitments settle to the company, asset will be released to the customer with a Deletion Letter of Absolute Ownership	• If a satisfactory solution is not received, such case can be referred Financial Ombudsman of Sri Lanka No. 143A, Vajira Road, Colombo 5 +94 11 2595624 Email - fosril@sltnet.lk Web - www.financialombudsman.lk
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