

Key Facts Document – Gold Loan

Description & Purpose of the product	Utilize your gold items to the maximum value by applying for a loan against them as a speedy and convenient solution to your financial needs. Purpose: Provided financial solution for urgent cash need & Investments
Benefits to customers	-Highest gold loan advance for your gold articles. Loans offered at the lowest interest rates in the gold loan market. -Absolutely no hidden/additional charges. Able to settle gold loan in easy installments at your discretion. -Easy repayment schemes to select from 2 days, 10 days and 1, 2, 3, 6 and 12 months. Free insurance cover for your gold. -Extend loan period by paying minimum interest at maturity. -Ability redeem individual article when you have several gold loan facilities with us. -You are served by well-trained, experienced and friendly staff. -SMS notifications prior to the maturity date.
Target Market	This service is designed for both the Investment and Retail Gold loan customer Segments comprising of jewelry manufacturers, Jewelry store owners & other gold related stakeholders.
Main terms and conditions	-The gold mixture of the article should not be less than 16 carat or 67% purity. Gold coins, gold biscuits, gold bars, "Katty" or "moozed gold" also acceptable with utmost care and due diligence -Loan Application -Mortgage Bond -Customer CDD -Copy of National Identity Card /GS Letter confirming customer name and NIC No. along with the Birth Certificate / Valid Passport or Valid Driving License
Legal provision	Mortgage Act no 6 of 1949 as amended by Act No. 3 of 1990
Rate	Interest rates will be updated to the PLC web site in time to time and it ranged from 10% to 41% based on the tenure.
Fees & Charges	Within the period there will be no any charges, but maturity fee will charge at the maturity date of the facility depending on decision of ALCO committee.

Complaint Management Procedure:

The following methods are available to **customers to lodge complaints**

- Through the Manager.
- Through the call center (0112206300)
- Email us at: customerservices@plc.lk
- Write to: Customer Grievance Handling Unit (CGHU), people's Leasing and Finance PLC, No.1161 Maradana Rd, Colombo 00800

In the event a satisfactory solution is not provided by the finance company, customer can escalate his/her complain 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