Sarvodaya Development Finance PLC

KEY FACT DOCUMENT

LEASE & OTHER LOANS

Key Fact Document – Leasing

<table>
<tr>
<th>Key Features and Nature of the product</th>
<th>Interest Rate and Penalty, Charges, Fees and Commission</th>
<th>Procedure to obtain product/service</th>
<th>Terms and Conditions</th>
<th>Documents Required to process a facility</th>
<th>Legal Provision</th>
</tr>
<tr>
<td>While offering a wide range of lease products to different clientele ranging from individuals to SMEs and corporates, SDF views leasing as a crucial financial tool in the development finance for the country’s SMEs and Agriculture sector.

These facilities will enable small businesses to acquire modern machinery, equipment and motor vehicles to develop their business enterprises.

Small businesses, particularly in rural areas, do not have the financial strength to purchase their machinery and vehicle requirements outright, and also find it difficult to access bank credit due to lack of formal business and financial records. Therefore, SDF’s leasing model adopts a uniquely flexible and customized process, where leasing facilities are granted by verifying the businesses physically and evaluating the repayment capacities.

In rural areas, SDF works closely with Sarvodaya Shramadhana Societies in villages, to meet the needs of village entrepreneurs. SDF leasing facilities are also combined with many value-added support services that are delivered free of charge, such as marketing events and knowledge sharing events.

SDF offers these leasing facilities targeting to uplift the standard of living by providing financial assistance for their income generating activities and through our wide spread branch network, we mainly focus on providing lease facilities for the village entrepreneurs and agricultural sector while contributing for the development of the Country.

Under the Leasing category the following credit facilities can be obtained.</td>
<td>
<table>
<tr><th colspan="2">Documentation charges</th></tr>
<tr><td>Four wheeler and machinery</td><td>Rs. 6,500/- or 1% of the facility amount (whichever is higher)</td></tr>
<tr><td>Three Wheeler</td><td>Rs. 4,000/-</td></tr>
<tr><td>Two wheeler</td><td>Rs. 4,500/-</td></tr>
<tr><td>Laptop</td><td>Rs. 1,750/-</td></tr>
<tr><td><u>RMV Charges</u>

Collecting & Processing fee</td><td>As per the Current tariff used by RMV

Rs, 2,150</td></tr>
<tr><td>Stamp Duty</td><td>1% from total receivable for Car/Jeep/ SUV/Dual purpose vehicles</td></tr>
<tr><td>CRIB charges</td><td>Rs. 500 per person</td></tr>
<tr><td>Postage</td><td>Register post Rs. 500
Normal Post Rs. 250</td></tr>
</table>
Interest Rate

Effective Rate (ER) – Varies according to the past payment records, repayment capacity & the collateral offered as security. Within the range of 14.75 % - 36 % p.a.

Overdue Interest Rate

4 % per month on the arrears amount

*From time to time, these charges are subject to change.
</td>
<td>Customers can access branch or browse SDF official website for Lease applications and other documents.

Customer is required to provide sufficient income justification documents and security offered documents along with the duly filled application.

A thorough credit evaluation will be conducted by the Company in order to verify the repayment capacity of the customer.

Customers who intend to obtain a lease facility can reach our Customer Relationship Officers(CROs) via hotline 1319 or nearest branch for further inquiries regarding the product.

Credit disciplinary will be justified based on the CRIB report of the applicant and spouse.</td>
<td>Eligibility Criteria;

<u>Individual</u>
Any citizen of Sri Lanka or Residential Visa holder over 18 years of age, holding a valid National Identity Card / Driving License / Valid passport.
Corporate & Other Institutions

<u>Corporate and other Institutions</u>
Corporate and other Institutions registered in Sri Lanka.

General conditions stipulated by the company

Adherence of special conditions, pre effective and pre disbursement conditions

The facilities will be available at the sole discretion of the company subject to completion of all required documents and in line with the Company’s credit evaluation criteria

<u>Repayment Method</u>

Equated instalments, structured or bullet payments according to a pre-agreed schedule with the customer

The Loan to Value (LTV) ratio will be in line with the CBSL guidelines.

Rentals due date will be one month after the issuing of supplier agreement.</td>
<td>1. Duly completed lease application form
2. Duly completed guarantor application form (If applicable)
3. Pro forma Invoice, Quotation or Invoice – stating the details of the asset & the selling price by the seller of the asset.
4. Valuation Report from a registered Outside valuer

Individual Customers

1. Copy of NIC/Valid copy of the driving license/Valid copy of the passport which carries the NIC number (All applicants and guarantors)
2. Income proof – (Salary Slips for last 03 months/Bank statement for last 6 months /other income proof documents such as bills & invoices for last 06 months)
3. Proof of permanent residence. (Electricity bill /Water bill / Gramasewaka certificate)
4. Business registration (If available)

Corporate customers

1. Certificate of Incorporation
2. Business Registration Form 41/ Form 01, Form 13, Form 15, Form 18 & Form 20 (As Applicable) for Limited Liability Companies)
3. Address verification (Form 13)
4. Income proof (Management accounts or Financial statements for last 03 years, last 06 months Bank statements/Other income proof documents)</td>
<td>Finance Leasing Act No 56 of 2000</td>
</tr>
</table>

Key Fact Document – SME Loans

<table>
<tr>
<th>Key Features and Nature of the product</th>
<th>Interest Rate and Penalty, Charges, Fees and Commission</th>
<th>Procedure to obtain product/service</th>
<th>Terms and Conditions</th>
<th>Documents Required to process a facility</th>
<th>Legal Provision</th>
</tr>
<tr>
<td>Offered as a term loan facility for the SME sector as a short-term, medium term and a revolving loan to facilitate the financial needs in improving the businesses, especially, for working capital requirements, business development, diversification and etc.

Through SDF's branch network scattered across the country, Company caters the financial requirements of Suburb and rural based entrepreneurs as the spread of Branches has paved the way to penetrate the rural economy well.

Especially in rural areas, SDF works closely with Sarvodaya Shramadana Societies to meet the needs of village entrepreneurs. Accordingly, this product opens doors for the development of rural and suburban economy.</td>
<td>
<table>
<tr><th colspan="2">Documentation charges</th></tr>
<tr><td>Up to Rs. 100,000</td><td>Rs. 2,500</td></tr>
<tr><td>Over Rs.100,000</td><td>Rs. 3,000 or
1% of the facility amount
(Subject to a maximum charge of Rs. 250,000/-)</td></tr>
<tr><td>Title Charges
Legal Documentation</td><td>Rs. 4,000
Rs.500</td></tr>
<tr><td>Mortgaged Bond Charges (Based on the value of the MB)</td><td>1 % of the bond value</td></tr>
<tr><td>Caveat</td><td>Rs. 4,500</td></tr>
<tr><td>Rescheduled facilities</td><td>Below Rs.1M – Rs.4000
Rs.1 M to 5 M – Rs.7500
Rs.5 M to 10 M – Rs. 10,000
Above 10 M – 0.5 %</td></tr>
<tr><td>Valuation Charges

Up to 1M
1M to 10 M
10M to 20 M
20 M to 50 M
50 M to 100 M</td><td>

Rs.100 per every Rs. 100,000
Rs. 1,000 per every Rs. 1,000,000
Rs.600 per every Rs.1000,000
Rs.500 per every Rs. 1,000,000
Rs.250 per every Rs. 1,000,000</td></tr>
<tr><td>CRIB charges</td><td>Rs.500 per person</td></tr>
<tr><td>Postage</td><td>Register post Rs.500
Normal Post Rs.250</td></tr>
</table>
Interest Rate
Effective Rate (ER) – Varies according to the Past Payment Record, Repayment Capacity & the Collateral offered as security. Within the range of 22 % - 28 % p.a.

Overdue Interest Rate
4 % per month on the Arrears amount

*From time to time, these charges are subject to change.
</td>
<td>Customers can access branch or browse SDF official website for SME loan applications and other documents

Customer is required to provide sufficient income justification documents and security offered documents along with the duly filled application

A thorough credit evaluation will be conducted by the company in order to verify the customer's repayment capacity

Customers who intend to apply for a SME Loan can reach our Customer Relationship Officers(CROs) via hotline 1319 or nearest branch for further inquiries on the product</td>
<td>Eligibility Criteria;

<u>Individual</u>
Any citizen of Sri Lanka or Residential Visa holder over 18 years of age, holding a valid National Identity Card / Driving License / Valid passport.
Corporate & Other Institutions

<u>Corporate and other Institutions</u>
Corporate and other Institutions registered in Sri Lanka.

General conditions stipulated by the company

Adherence of special conditions, pre effective and pre disbursement conditions

The facilities will be available at the sole discretion of the company subject to completion of all required documents and in line with the Company's credit evaluation criteria

<u>Repayment Method</u>

Equated instalments, structured or bullet payments according to a pre-agreed schedule with the customer

The Loan to Value (LTV) ratio will be in line with the CBSL guidelines.

Rentals due date will be one month after disbursing the facility.</td>
<td>Duly completed loan application form
Duly completed guarantor application form (If applicable)

Individual Customers

1. Copy of NIC/Valid copy of the driving license/Valid copy of the passport which carries the NIC number
2. Income proof – (Salary Slips for last 03 months / Bank statement for last 6 months /other income proof documents such as bills & invoices for last 06 months)
3. Proof of permanent residence (Electricity bill /Water bill / Gramasewaka certificate)
4. Business registration (If the business is registered)

Corporate customers

1. Certificate of Incorporation. Identification proof (Business Registration Form 41/ Form 01, Form 1, Form 13, Form 15, Form 18 & Form 20 (As Applicable) for Limited Liability Companies)
2. Address verification (Form 13)
3. Income proof (Management accounts or Financial statements for last 03 years, last 06 months Bank statements/Other income proof documents)

<u>Details of the Property to be mortgaged</u>

1. Valuation report from SDF approved valuer (Within 03 Months)
2. Title Report Prepared by a Panel Lawyer (Within 03 Months)
3. Certified Copy of Property Deeds
4. Approved Building Plan (If applicable)
5. Certified Copy of Survey Plan (Approved by Local Authority/ Within 10 Years)
6. Street line & Non- Vesting Certificate (Within 03 Months)
7. Certificate of Conformity (If commercial building)
8. Permission Letters from Divisional Secretariat or Other Applicable Authority (If required)
9. Extracts of the Relevant Property for the past 30 years</td>
<td>Debt recovery Act No. 2 of 1990 and subsequent amendments

Mortgage act No. 06 of 1946 As amended by Act No. 3 of 1990

Finance Business Act No 42 of 2011

Civil Procedure Code</td>
</tr>
</table>

Key Fact Document – Micro Business Loans / Micro Personal Loans

<table>
<tr>
<th>Key Features and Nature of the product</th>
<th>Interest Rate and Penalty, Charges, Fees and Commission</th>
<th>Procedure to obtain product/service</th>
<th>Terms and Conditions</th>
<th>Documents Required to process a facility</th>
<th>Legal Provision</th>
</tr>
<tr>
<td>Loans are offered to micro-scale entrepreneurs to meet working capital requirements, capital expenditure and personal commitments.</td>
<td>
<table>
<tr><th colspan="2">Documentation charges</th></tr>
<tr><td>Up to Rs. 100,000

Over Rs. 100,000</td><td>Rs. 2,500

Rs. 3,000 or
1% of the facility amount</td></tr>
<tr><td>Mortgaged Bond Charges (Based on the value of the MB)</td><td>1 % of the bond value</td></tr>
<tr><td>Rescheduled facilities</td><td>Below Rs.1M – Rs. 4,000</td></tr>
<tr><td>Crib charges</td><td>Rs.500 per person</td></tr>
<tr><td>Postage</td><td>Register post Rs. 500
Normal Post Rs. 250</td></tr>
</table>
Interest Rate
Effective Rate (ER) – Varies according to the Past Payment Record, Repayment Capacity & the Collateral offered as security.
Rate of interest - Within the range of 23% - 25 % p.a
Overdue Interest Rate
4 % per month on the Arrears amount

*From time to time, these charges are subject to change.
</td>
<td>Customers can access branch or browse SDF official website for loan applications and other documents

Customer is required to provide sufficient income justification documents and security offered documents along with the duly filled application

A thorough credit evaluation will be conducted by the company in order to verify the customer’s repayment capacity

Loan customers can reach our Customer Relationship Officers(CROs) via hotline 1319 or nearest branch for further inquiries on the product</td>
<td>Eligibility Criteria;

<u>Individual</u>
Any citizen of Sri Lanka or Residential Visa holder over 18 years of age, holding a valid National Identity Card / Driving License / Valid passport.
Micro-scale Entrepreneurs

General conditions stipulated by the company

Adherence of special conditions, pre effective and pre disbursement conditions

The facilities will be available at the sole discretion of the company subject to completion of all required documents and in line with the Company’s credit evaluation criteria

<u>Repayment Method</u>

Equated instalments, structured or bullet payments according to a pre-agreed schedule with the customer
The Loan to Value (LTV) ratio will be in line with the CBSL guidelines.
Rentals due date will be one month after disbursing the facility.</td>
<td>Duly completed loan application form
Duly completed guarantor application form (If applicable)

Individual Customers

1. Copy of NIC/Valid copy of the driving license/Valid copy of the passport which carries the NIC number
2. Income proof – (Salary Slips for last 03 months / Bank statement for last 6 months /other income proof documents such as bills & invoices for last 06 months)
3. Proof of permanent residence (Electricity bill /Water bill / Gramasewaka certificate)
4. Business registration (If the business is registered)

<u>Details of the Property to be mortgaged</u>

1. Certified Copy of Property Deeds
2. Certified Copy of Survey Plan (Approved by Local Authority/ Within 10 Years)
3. Last Extract to confirm the ownership of the property.</td>
<td>Debt recovery Act No. 2 of 1990 and subsequent amendments

Mortgage act No. 06 of 1946 As amended by Act No. 3 of 1990

Finance Business Act No 42 of 2011

Civil Procedure Code</td>
</tr>
</table>

Key Fact Document – Pension Loans

<table>
<tr>
<th>Key Features and Nature of the product</th>
<th>Interest Rate and Penalty, Charges, Fees and Commission</th>
<th>Procedure to obtain product/service</th>
<th>Terms and Conditions</th>
<th>Documents Required to process a facility</th>
<th>Legal Provision</th>
</tr>
<tr>
<td>Loans are offered for individuals receiving a monthly Pension from the Department of Pension.

To meet the working capital requirements, capital expenditure and personal commitments.</td>
<td>
<table>
<tr><th colspan="2">Documentation charges</th></tr>
<tr><td>Up to Rs. 100,000

Over Rs. 100,000</td><td>Rs. 2,500

Rs. 3,000 or
1% of the facility amount</td></tr>
<tr><td>Mortgaged Bond Charges (Based on the value of the MB)</td><td>N/A</td></tr>
<tr><td>Rescheduled facilities</td><td>Below Rs.1M – Rs. 4,000</td></tr>
<tr><td>Crib charges</td><td>Rs.500 per person</td></tr>
<tr><td>Postage</td><td>Register post Rs. 500
Normal Post Rs. 250</td></tr>
</table>
Interest Rate
Effective Rate (ER) – Varies according to the Past Payment Record, Repayment Capacity & the Collateral offered as security.
Rate of interest - Within the range of 20 % p.a
Overdue Interest Rate
4 % per month on the Arrears amount

*From time to time, these charges are subject to change.
</td>
<td>Customers can access branch or browse SDF official website for loan applications and other documents

Customer is required to transfer the monthly pension to the SDF saving account.

A thorough credit evaluation will be conducted by the company in order to verify the customer’s repayment capacity

Loan customers can reach our Customer Relationship Officers(CROs) via hotline 1319 or nearest branch for further inquiries on the product</td>
<td>Eligibility Criteria;

<u>Individual</u>
Any citizen of Sri Lanka or Residential Visa holder over 18 years of age, holding a valid National Identity Card / Driving License / Valid passport.

General conditions stipulated by the company

Adherence of special conditions, pre effective and pre disbursement conditions

The facilities will be available at the sole discretion of the company subject to completion of all required documents and in line with the Company’s credit evaluation criteria.

Monthly Total commitment of the respective Pensioner should be 60% of the monthly Pension.

<u>Repayment Method</u>

Equated instalments, structured or bullet payments according to a pre-agreed schedule with the customer
The Loan to Value (LTV) ratio will be in line with the CBSL guidelines.
Rentals due date will be one month after disbursing the facility.</td>
<td>Duly completed loan application form
Duly completed guarantor application form (If applicable)

Individual Customers

1. Copy of NIC/Valid copy of the driving license/Valid copy of the passport which carries the NIC number.
2. Proof of permanent residence (Electricity bill /Water bill / Gramasewaka certificate).
3. Business registration (If the business is registered)</td>
<td>Debt recovery Act No. 2 of 1990 and subsequent amendments

Mortgage act No. 06 of 1946 As amended by Act No. 3 of 1990

Finance Business Act No 42 of 2011

Civil Procedure Code</td>
</tr>
</table>

Key Fact Document – Agriculture Loans

<table>
<tr><th>Key Features and Nature of the product</th><th>Interest Rate and Penalty, Charges, Fees and Commission</th><th>Procedure to obtain product/service</th><th>Terms and Conditions</th><th>Documents Required to process a facility</th><th>Legal Provision</th></tr>
<tr>
<td>The Micro Agriculture Loan is proposed for the farmers who are engaged in the cultivating, i.e., Paddy, Corn, etc.

Proceeds of the loan facility to be used for the purpose of purchasing of fertilizer for Paddy and Corn cultivation. A loan facility of Rs. 100,000/- is proposed for farmers who engaged in cultivating in lands in extent of two and half acres.</td>
<td>
<table>
<tr><th colspan="2">Documentation charges</th></tr>
<tr><td>Up to Rs. 100,000

Over Rs.100,000</td><td>Rs. 2,500

Rs. 3,000 or
1% of the facility amount</td></tr>
<tr><td>Crib charges</td><td>Rs.500 per person</td></tr>
<tr><td>Postage</td><td>Register post Rs.500
Normal Post Rs.250</td></tr>
</table>
Interest Rate
Effective Rate (ER) – Varies according to the Past Payment Record, Repayment Capacity & the Collateral offered as security.
Rate of interest - Within the range of 17.5 % p.a.
Overdue Interest Rate
4 % per month on the Arrears amount

*From time to time, these charges are subject to change.
</td>
<td>Customers can access branch or browse SDF official website for loan applications and other documents

Customer is required to provide sufficient income justification documents and security offered documents along with the duly filled application

A thorough credit evaluation will be conducted by the company in order to verify the customer’s repayment capacity

Loan customers can reach our Customer Relationship Officers(CROs) via hotline 1319 or nearest branch for further inquiries on the product</td>
<td>Eligibility Criteria;

<u>Individual</u>
Any citizen of Sri Lanka who is engaged in cultivation

General conditions stipulated by the company

Adherence of special conditions, pre effective and pre disbursement conditions

The facilities will be available at the sole discretion of the company subject to completion of all required documents and in line with the Company’s credit evaluation criteria

<u>Repayment Method</u>

Bullet payments according to the harvesting cycle.

Rentals due date will according to the harvesting cycle.</td>
<td>Duly completed loan application form
Duly completed guarantor application form (If applicable)

Individual Customers

1. Copy of NIC/Valid copy of the driving license/Valid copy of the passport which carries the NIC number.
2. Agriculture Society confirmation.
3. Proof of permanent residence (Electricity bill /Water bill / Gramasewaka certificate)

<u>Details of the Property to be mortgaged</u>

4. Certified Copy of Property Deeds
5. Certified Copy of Survey Plan (Approved by Local Authority/ Within 10 Years)
6. Last Extract to confirm the ownership</td>
<td>Debt recovery Act No. 2 of 1990 and subsequent amendments

Finance Business Act No 42 of 2011

Civil Procedure Code</td>
</tr>
</table>

Key Fact Document – Housing Loans

<table>
<tr>
<th>Key Features and Nature of the product</th>
<th>Interest Rate and Penalty, Charges, Fees and Commission</th>
<th>Procedure to obtain product/service</th>
<th>Terms and Conditions</th>
<th>Documents Required to process a facility</th>
<th>Legal Provision</th>
</tr>
<tr>
<td>Housing Loan facilities offered for construction of residential buildings, extensions, renovations, repairs and purchasing of residential properties.

This Product focuses on catering the housing requirements of the customers who dream to have their own house to live in.</td>
<td>
<table>
<tr><th colspan="2">Documentation charges</th></tr>
<tr><td>Up to Rs. 100,000</td><td>Rs.2,500</td></tr>
<tr><td>Over Rs.100,000</td><td>Rs. 3,000 or
1% of the facility amount
(Subject to a maximum charge of Rs. 250,000/-)</td></tr>
<tr><td>Title Charges
Legal Documentation</td><td>Rs. 4,000
Rs.500</td></tr>
<tr><td>Mortgaged Bond Charges (Based on the value of the MB)

Caveat</td><td>1 % of the bond value

Rs. 4,500</td></tr>
<tr><td>Rescheduled facilities</td><td>Below Rs.1M – Rs.4000
Rs.1 M to 5 M – Rs.7500
Rs.5 M to 10 M – Rs. 10,000
Above 10 M – 0.5 %</td></tr>
<tr><td>Valuation Charges

Up to 1M
1M to 10 M
10M to 20 M
20 M to 50 M
50 M to 100 M</td><td>

Rs.100 per every Rs. 100,000
Rs. 1,000 per every Rs. 1,000,000
Rs.600 per every Rs. 1000,000
Rs.500 per every Rs. 1,000,000
Rs.250 per every Rs. 1,000,000</td></tr>
<tr><td>Crib charges</td><td>Rs.500 per person</td></tr>
<tr><td>Postage</td><td>Register post Rs.500
Normal Post Rs.250</td></tr>
</table>

Interest Rate
Effective Rate (ER) – Varies according to the Past Payment Record, Repayment Capacity & the Collateral offered as security.
Rate of Interest – 22 % p.a.

Overdue Interest Rate
4 % per month on the arrears amount

*From time to time, these charges are subject to change.
</td>
<td>Customers can access branch or browse SDF official website for loan applications and other documents

Customer is required to provide sufficient income justification documents and security offered documents along with the duly filled application

A thorough credit evaluation will be conducted by the company in order to verify the customer’s repayment capacity

Loan customers can reach our Customer Relationship Officers(CROs) via hotline 1319 or nearest branch for further inquiries on the product</td>
<td>Eligibility Criteria;

<u>Individual</u>
Any citizen of Sri Lanka or Residential Visa holder over 18 years of age, holding a valid National Identity Card / Driving License / Valid passport.
Corporate & Other Institutions

<u>Corporate and other Institutions</u>
Corporate and other Institutions registered in Sri Lanka.

General conditions stipulated by the company

Adherence of special conditions, pre effective and pre disbursement conditions

The facilities will be available at the sole discretion of the company subject to completion of all required documents and in line with the Company’s credit evaluation criteria

<u>Repayment Method</u>

Equated instalments, structured or bullet payments according to a pre-agreed schedule with the customer
The Loan to Value (LTV) ratio will be in line with the CBSL guidelines.
Rentals due date will be one month after disbursing the facility.</td>
<td>Individual Customers
1. Duly completed loan application form
2. Duly completed guarantor application form (If applicable)
3. Copy of NIC/Valid copy of the driving license/Valid copy of the passport which carries the NIC number (All applicants and guarantors)
4. Income proof – (Salary Slips for last 03 months/Bank statement for last 6 months /other income proof documents such as bills & invoices for last 06 months)
5. Proof of permanent residence (Electricity bill /Water bill / Gramasewaka certificate)
6. Business registration (If available)

<u>Details of the Property to be mortgaged</u>

1. Valuation report from SDF approved valuer (Within 03 Months)
2. Title Report Prepared by a Panel Lawyer (Within 03 Months)
3. Certified Copy of Property Deeds
4. Approved Building Plan (If applicable)
5. Certified Copy of Survey Plan (Approved by Local Authority/ Within 10 Years)
6. Street line & Non- Vesting Certificate (Within 03 Months)
7. Certificate of Conformity (If commercial building)
8. Permission Letters from Divisional Secretariat or Other Applicable Authority (If required)
9. Extracts of the Relevant Property for the past 30 years</td>
<td>Debt recovery Act No. 2 of 1990 and subsequent amendments

Mortgage act No. 06 of 1946 As amended by Act No. 3 of 1990

Finance Business Act No 42 of 2011

Civil Procedure Code</td>
</tr>
</table>

Key Fact Document – Society Bulk Loans

<table>
<tr>
<th>Key Features and Nature of the product</th>
<th>Interest Rate and Penalty, Charges, Fees and Commission</th>
<th>Procedure to obtain product/service</th>
<th>Terms and Conditions</th>
<th>Documents Required to process a facility</th>
<th>Legal Provision</th>
</tr>
<tr>
<td>A dedicated and special product which provides bulk loans to Sarvodaya Shramadana Societies for onward lending to their individual members.

This product assists in uplifting the lives of the rural low income customers who are members of the Sarvodaya Shramadana Societies and help to propagate Sarvodaya values of self-sufficiency.</td>
<td>
<table>
<tr><th colspan="2">Documentation charges</th></tr>
<tr><td>Bulk facilities for active Societies
Direct facilities to office bearers of the Society
Direct facilities to members of the Society</td><td>0.75 % from the facility amount
0.75 % from the facility amount

1 % from the facility amount</td></tr>
<tr><td>Rescheduled facilities</td><td>Below Rs.1M – Rs.4000
Rs.1 M to 5 M – Rs.7500
Rs.5 M to 10 M – Rs.10,000</td></tr>
<tr><td>Crib charges</td><td>Rs.350 per person</td></tr>
</table>
Interest Rate
Effective Rate (ER) – Varies according to the Past Payment Record, Repayment Capacity & the Collateral offered as security. Within the range of 19 % p.a.

Overdue Interest Rate
4 % per month on the arrears amount

*From time to time, these charges are subject to change.</td>
<td>Customers can access branch or browse SDF official website for loan applications and other documents

Customer is required to provide sufficient income justification documents and security offered documents along with the duly filled application

A thorough credit evaluation will be conducted by the company in order to verify the customer’s repayment capacity

Loan customers can reach our Customer Relationship Officers(CROs) via hotline 1319 or nearest branch for further inquiries on the product</td>
<td>The Loan Amount will be based on the guidelines stipulated by the management of SDF with regard to Society Loans.

Eligibility Criteria;

<u>Individual</u>
Any citizen of Sri Lanka or Residential Visa holder over 18 years of age, holding a valid National Identity Card / Driving License / Valid passport.
Corporate & Other Institutions

<u>Corporate and other Institutions</u>
Corporate and other Institutions registered in Sri Lanka.

General conditions stipulated by the company

Adherence of special conditions, pre effective and pre disbursement conditions

The facilities will be available at the sole discretion of the company subject to completion of all required documents and in line with the Company’s credit evaluation criteria

<u>Repayment Method</u>

Equated instalments, structured or bullet payments according to a pre-agreed schedule with the customer</td>
<td><u>From the Sarvodaya Shramadana Societies</u>
1. Registration of the society
2. Management committee’s consent to apply the loan
3. Duly completed loan application form
4. "Copy of NIC/Valid copy of the driving license/Valid copy of the passport which carries the NIC number
5. Deposit Register
6. Summary list of the end borrowers
7. Register of loan apply members in SSS
8. SSS recovery & PAR report SSS Audit Report up to last financial year</td>
<td>Debt recovery Act No. 2 of 1990 and subsequent amendments

Mortgage act No. 06 of 1946 As amended by Act No. 3 of 1990

Finance Business Act No 42 of 2011

Civil Procedure Code</td>
</tr>
</table>

Key Fact Document – Gold Loans

Key Features and Nature of the product	Interest Rate and Penalty, Charges, Fees and Commission	Procedure to obtain product/service	Terms and Conditions	Documents Required to process a facility	Legal Provision
SDF gold loans, which is a quick and easily accessible form of credit, is available for both personal and business financing. However, SDF emphasizes gold loans to support businesses and provides concessionary terms for this purpose. The loan will be provided against the gold articles of the customers' subject to the Loan to Value Ratio stipulated by the regulator. Easy repayment schemes to select from 1, 3, 6 and 12 months.	**<u>Service charges</u>** Gold Loan – 0.50 - 0.95% Bank Redeem / Overpayment / Re-pawning / Business Gold Loan 0.95% **Interest Rate** *Effective Rate (ER)* Varies according to the past payment record, repayment capacity & the collateral offered as security. Within the range of 17 % - 32 % p.a. *From time to time, these charges are subject to change.	Customers can access nearest branch for Gold loan applications and other documents.	The Loan to Value (LTV) ratio will be in line with the gold market price. Repayment: To be repaid with the stipulated period the Gold Loan facility was obtained 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	**Individual Customers** Identification proof – (NIC/DL/PP)	Mortgage act No. 06 of 1946 As amended by Act No. 3 of 1990

Procedure for resolution of customer Complaints

Our staff members are well trained to provide an efficient, friendly and prompt service to our customers. SDF respects its customers' right to receive efficient service at all times. However, if you experience a bad or poor service you could make your complaint either in writing or verbally with the following officers.

Mr. Ranapriya Fernando
Head of Credit
Sarvodaya Development Finance PLC
155, Dr. Danister de Silva Mawatha,
Colombo 08.
Tel – 0115444666
Email : ranapriyaf@sdf.lk

Mr. Kularuwan Gamage
Head of Operations & Administration
Sarvodaya Development Finance PLC
155, Dr. Danister de Silva Mawatha,
Colombo 08.
Tel – 0115444666
Email : kularuwang@sdf.lk

Complaints submitted to the above officers will be acknowledged. Response with actions to be taken will be communicated to respective customers within 7 working days.

Complaints & Grievances

Please be advised that if any Customer of SDF has any reason to complain in regard to services rendered by SDF or has any dispute or grievance against SDF, he/she is kindly requested to contact the above two personnel, and they will take every effort to resolve the issue.

If such resolution is not up to your expectation or if the issue raised by you is not settled within 4 weeks, the services of an independent Financial Ombudsman are available for you to take your complaint to, for further details please ask an officer in the office you deal with or contact the office of Ombudsman direct. Contact details are as follows.

The Financial Ombudsman 143A, Vajira Road, Colombo 5.
Tel: 94 11 2595624 Fax: 94 11 259565
Email: fosril@sltnet.lk

Disclosure

SDF observe strict secrecy in respect of all transactions of the Customer with SDF subject to the provisions of the relevant acts & regulations.

Financial Transaction Reporting Act No.6 of 2006

Where SDF has reasonable grounds to suspect that any transaction may be related to the commission of any unlawful activity or any criminal offense, SDF shall report such transaction to the Financial Intelligence Unit under the provisions of section 7 of the Financial Transaction Reporting Act.No.6 of 2006.