



**People's Leasing & Finance PLC**

**Key Facts Document – Western Union Money transfer service**

## Western Union money transfer service

### Key Facts Document - Procedures to follow and further information

Following platforms can be utilized to inquire on our products and services we offer at People's Leasing.

Call us on: +94 112 631631

Email us on: [info@plc.lk](mailto:info@plc.lk)

Website: <https://www.plc.lk/>

Visit us: Head Office, No.1161, Maradana Road, Colombo 08, Sri Lanka.

You can visit any People's Leasing and Finance PLC Branches on weekdays from 8.30 a.m. to 5.15 p.m.

Please find your closest branch from the list below.

<https://www.plc.lk/branch Locator>

Our Social Media channels are readily available for further information and inquiry.

Facebook : <https://www.facebook.com/PeoplesLeasingFinancePLC>,

Instagram : <https://www.instagram.com/peoplesleasingandfinance>,

YouTube : [https://www.youtube.com/channel/UCG\\_bfhA3ImDP\\_4Wzd9GpRaA](https://www.youtube.com/channel/UCG_bfhA3ImDP_4Wzd9GpRaA),

LinkedIn : <https://www.linkedin.com/company/peoples-leasing>,

Twitter : <https://twitter.com/peoplesleasing>,

## Key Facts Document - Western Union money transfer service

<b>Description &amp; Purpose of the product</b>	<p><b>Description :</b></p> <p>Product Name : WESTERN UNION Money transfer Service          Product Facilitator : Western Union Network USA          Principal Agent : People’s Bank          Type of PLC Agent : Sub Agent          Agency type : Non Exclusive          Product Logo :</p> <div data-bbox="802 659 1349 800" style="text-align: center;"> </div> <p><b>Purpose :</b></p> <ul style="list-style-type: none"> <li>❖ introduce remittance customers to core business (existing and new)</li> <li>❖ Sending Money through WESTERN UNION is not allowed and used only for receiving money.</li> </ul>
<b>Benefits to customers</b>	<ul style="list-style-type: none"> <li>❖ PLC helps you to collect the money sent by your loved one (sender) via Western Union within few minutes by calling over to any of our branch, without any hassle.</li> <li>❖ No any fee is charged from receiver.</li> </ul>
<b>Target Market</b>	Sri Lankan overseas workers (Individuals/corporate)
<b>Main terms and conditions</b>	<p>To ensure offering a secured service, we do not release money to a third party.</p> <p><b>Required documents:</b></p> <ul style="list-style-type: none"> <li>❖ National Identity Card/ Driving License or the valid Passport</li> <li>❖ Money Transfer Control Number (MTCN)</li> <li>❖ Sender’s Details             <ul style="list-style-type: none"> <li>• Full name of the sender</li> <li>• Name of the country where the funds transferred from</li> <li>• Amount transferred</li> </ul> </li> </ul>
<b>Legal provision</b>	Foreign Exchange Act, No.12 of 2017
<b>Rate</b>	The money is based on the currency exchange rate prevailing at the time the money is deposited by the sender.
<b>Fees &amp; Charges</b>	Free Service, No any fee is charged from receiver.

## **Complaint Management Procedure:**

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

- Through the Respective Branch Manager.
- Through the call center (0112206300)
- Email us [at: customerservices@plc.lk](mailto:customerservices@plc.lk)
- Write to: Customer Service & Dispute Resolution Dept., people's Leasing and Finance PLC, No.1161 Maradana Rd, Colombo 00800
- Download the Submission form via below link/path

<https://www.plc.lk/wp-content/uploads/2023/02/Customer-Complaint-Grievance-Handling-Form.pdf>

[www.plc.lk](http://www.plc.lk) ---> Quick Links ----> Stakeholder Feedback ----> Complaint & Grievances ----> Complaint & Grievances Submission Form (Download)

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](mailto:fosril@sltnet.lk)

Website: [www.financialombudsman.lk](http://www.financialombudsman.lk)