



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

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,

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

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

Key Facts Document - Western Union money transfer service

Description & Purpose of the product	<p>Description :</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="802 600 1349 741" style="text-align: center;"> </div> <p>Purpose :</p> <ul style="list-style-type: none"> ❖ introduce remittance customers to core business (existing and new) ❖ Sending Money through WESTERN UNION is not allowed and used only for receiving money.
Benefits to customers	<ul style="list-style-type: none"> ❖ 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. ❖ No any fee is charged from receiver.
Target Market	Sri Lankan overseas workers (Individuals/corporate)
Main terms and conditions	<p>To ensure offering a secured service, we do not release money to a third party.</p> <p>Required documents:</p> <ul style="list-style-type: none"> ❖ National Identity Card/ Driving License or the valid Passport ❖ Money Transfer Control Number (MTCN) ❖ Sender's Details <ul style="list-style-type: none"> • Full name of the sender • Name of the country where the funds transferred from • Amount transferred
Legal provision	Foreign Exchange Act, No.12 of 2017
Rate	The money is based on the currency exchange rate prevailing at the time the money is deposited by the sender.
Fees & Charges	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
- Complaint in person - A customer can lodge a complaint in person during working hours at Head Office to Customer Service and Dispute Resolution Department, No.1161, Maradana Road, Colombo 08 by submitting a written letter and giving full details.
- E mail: customerservices@plc.lk
- Through the call center (0112206300)
- Write to: Customer Service and Dispute Resolution Department, No.1161, Maradana Road, Colombo 08.
- 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 ---> 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 the matter to the below mentioned external dispute resolution schemes;

Financial Consumer Relations Department (FCRD)

The Director
Financial Consumer Relations Department (FCRD)
Central Bank of Sri Lanka (CBSL),
No 30,
Janadhipathi Mawatha,
Colombo 01.

Telephone: 011 247 7966

Hotline for Inquiries: 1935

Fax : +94 11 247 7744

Email : fcrd@cbsl.lk

Web : <https://www.cbsl.gov.lk/en/fcrd>

The Financial Ombudsman

The Financial Ombudsman,
143A, Vajira Road,
Colombo 05.

Telephone: 011 259 5624

Telefax: (+94)11 259 5625

Email: fosril@sltnet.lk

Website: www.financialombudsman.lk