



People's Leasing & Finance PLC

Key Facts Document

Leases & Loans

Key Facts Document – Procedures to Follow and Further Information

The following platforms can be utilized to inquire about the 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 branch on weekdays from 8:30 a.m. to 5:15 p.m. Please find your nearest branch from the list below.

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

Our social media channels are readily available for further information and inquiries

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>,

Complaint Management Procedure:

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

- Through the respective Branch Manager.
- Through the call center at 0112206300
- Email us [at: customerservices@plc.lk](mailto:customerservices@plc.lk)
- Write to:

Customer Service and Dispute Resolution Department,
People's Leasing and Finance PLC,
No.1161 Maradana Rd, Colombo 08.

In the event, that a satisfactory solution is not provided by the finance company, the customer can escalate their complaint 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@slt.net.lk

Website: www.financialombudsman.lk

1. Key Facts Document - Leases

<p>Description & Purpose of the product</p>	<p>Description:</p> <p>Leasing: Embodying our commitment to prioritizing customers, we present a range of leasing solutions tailored for professionals, businessmen, and corporate entities</p> <p>Our leasing products offer a variety of features for customers intending to acquire motor vehicles by leasing the asset from People’s Leasing.</p> <p>Leasing product with variable interest: This product offers an affordable monthly rental with an extension of repayment for up to a maximum of five years.</p> <p>Depending on market conditions, the decision to offer this scheme will be at the discretion of the management.</p> <p>Purpose: Customers can utilize this product for purchasing motor vehicles, with a specific focus on providing facilities for both commercial and private use vehicles.</p>
<p>Benefits to customers</p>	<p>Facilities are available for the purchase of cars, dual-purpose and commercial-purpose vehicles, buses, lorries, jeeps, tractors, three-wheelers, agricultural machinery, construction machinery, and equipment.</p> <p>Customers would receive the following benefits under the variable interest leasing product:</p> <ol style="list-style-type: none"> i. Extended repayment of five years, providing affordable rental. ii. The ability to obtain facilities under both fixed and variable interest rates. iii. The ability to make payments against the capital to partially offset the capital. iv. The ability replace the asset during the repayment period.
<p>Target Market</p>	<p>The product targets both individuals and business enterprises with a satisfactory repayment capacity.</p>
<p>Main terms and conditions</p>	<p>Customers can apply for this product by providing the following details:</p> <p><u>For Individual</u></p> <ol style="list-style-type: none"> i. Identification proof (NIC/DL/PP) ii. Address proof (NIC/utility bill/GS certificate) iii. Income proof (salary slips/bank documents/other income proof documents) iv. Guarantor details (ID proof/billing proof/income proof) v. Vehicle details (supplier details/vehicle details) <p><u>For Corporate customers</u></p> <ol style="list-style-type: none"> i. Identification proof (BR/form 41 or form 1) ii. Address proof (Form 13) iii. Income proof (financial statements/bank documents/other income proof documents)

	<ul style="list-style-type: none"> iv. Guarantor details (ID proof/billing proof/income proof) v. Vehicle details (supplier details/vehicle details)
Legal provision	Finance Leasing Act No 56 of 2000
Rate	Interest rates are based on the customer's risk profile and ranging from 15% to 40%
Fees & Charges	<p>The Following charges are applicable for finance lease facility.</p> <ul style="list-style-type: none"> i. CRIB Fees – Rs. 750 – Rs. 2,500 ii. Vehicle Inspection Fees – Rs. 3,000 - Rs. 4,500 iii. Postage Chargers – Rs. 2,000 – Rs. 3,750 iv. Stamp Duty (depend on the facility amount) v. Ownership Transfer Fee (as determined by the DMT) vi. Service Chargers - Rs. 4,750 vii. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly rental. If the borrower doesn't pay the monthly rental on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management.

1.1 Motor Bike Leasing

Eligibility Criteria	<p>Finance lease facility will be granted to purchase a motorbike for government employees, semi government employees who have completed minimum 1 year in permanent carder or employees of a reputed private company who have completed minimum of 3 years in permanent carder.</p> <p>Existing bike owners also eligible to get finance facilities under this scheme on exceptional basis with proper justification.</p> <p>Rental value should not exceed 50% of the net salary of the employee. However on exceptional basis other fixed income can also be considered with proper justification.</p>
Main terms and conditions	<p>Product Type – Lease facility</p> <p>Lease amount - A maximum lease amount of Rs.500, 000/- and a minimum of Rs.100, 000/-, Facility period - Maximum lease period of 3 years (36 months) and minimum lease period of 1 Year (12 Months)</p> <p>Facility exposure - Maximum exposure limit will be 50% of the market value of the asset.</p> <p>However, if salary is transferred to PLC Savings Account, exposure can be increased maximum up to 65%</p>
Main terms and conditions	<p>Customers can apply for this product by providing the following details:</p> <p><u>For Individual</u></p> <ul style="list-style-type: none"> i. Identification proof (NIC/DL/PP) ii. Address proof (NIC/utility bill/GS certificate) iii. Income proof (salary slips/bank documents /other income proof documents) iv. Guarantor details (ID proof/billing proof/income proof) v. Vehicle details (supplier details/vehicle details)

Legal provision	Finance Leasing Act No 56 of 2000
Rate	Interest rates based on the customer risk profile and ranging from 15% to 40%
Fees & Charges	<p>The Following charges are applicable for finance lease facility.</p> <ul style="list-style-type: none"> i. CRIB Fees – Rs. 750 - Rs. 2,500 ii. Vehicle Inspection Fees – Rs. 3,000 – Rs. 4,500 iii. Postage Chargers – Rs. 2,000 – Rs. 3,750 iv. Stamp Duty (depend on the facility amount) v. Ownership Transfer Fee (as determined by the DMT) vi. Service Chargers - Rs. 4,750 vii. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly rental. If the borrower doesn't pay the monthly rental on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management.

1.2 Three Wheeler Leasing

Target Market	The product targets both individuals and business enterprises with a satisfactory repayment capacity.
Main terms and conditions	<p>Product Type – Lease facility</p> <p>Customers can apply for this product by providing the following details:</p> <p><u>For Individual</u></p> <ul style="list-style-type: none"> i. Identification proof (NIC/DL/PP) ii. Address proof (NIC/utility bill/GS certificate) iii. Income proof (salary slips/bank documents/other income proof documents) iv. Guarantor details (ID proof/billing proof/income proof) v. Vehicle details (supplier details/vehicle details) <p><u>For Corporate customers</u></p> <ul style="list-style-type: none"> i. Identification proof (BR/form 41 or form 1) ii. Address proof (Form 13) iii. Income proof (financial statements/bank documents/other income proof documents) iv. Guarantor details (ID proof/billing proof/income proof) v. Vehicle details (supplier details/vehicle details)
Legal provision	Finance Leasing Act No 56 of 2000
Rate	Interest rates based on the customer risk profile and ranging from 15% to 40%
Fees & Charges	<p>The Following charges are applicable for finance lease facility.</p> <ul style="list-style-type: none"> i. CRIB Fees – Rs. 750- Rs. 1,000 ii. Vehicle Inspection Fees – Rs. 3,000 - Rs. 4,500 iii. Postage Chargers – Rs. 2,000 – Rs. 3,750 iv. Stamp Duty (depend on the facility amount)

	<p>v. Ownership Transfer Fee (as determined by the DMT)</p> <p>vi. Service Chargers - Rs. 4,750</p> <p>vii. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly rental. If the borrower doesn't pay the monthly rental on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management</p>
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1.3 PLC Solar Lease

Description & Purpose of the product	<p>Description :</p> <p>The PLC Solar product offers customers the opportunity to install solar electricity generation units at their residential premises. This product provides a solution to customers' monthly electricity bills while offering the chance to earn extra income by supplying excess units to the national grid. Furthermore, this product helps to reduce fossil fuel based electricity generation in the country.</p> <p>Purpose:</p> <p>This product offers the purchase and installation of a solar electricity generation unit for domestic purpose.</p>
Benefits to customers	<p>The customers would receive the following benefits under the "PLC Solar" lease facilities:</p> <ol style="list-style-type: none"> Low interest rates compared to other products offered. Repayment period of up to 7 years. Financing for the total solar unit based on creditworthiness and the collateral provided.
Target Market	The product targets individuals with a satisfactory repayment capacity.
Main terms and conditions	<p>Product Type – Lease Facility</p> <p>Customers can apply for this product by providing the following details:</p> <p><u>For Individual</u></p> <ol style="list-style-type: none"> Identification proof (NIC/DL/PP) Address proof (NIC/utility bill/GS certificate) Income proof (salary slips/bank documents/other income proof documents) Guarantor details (ID proof/billing proof/income proof) Asset details (solar unit details/supplier details/vehicle details)
Legal provision	Finance Leasing Act No 56 of 2000
Rate	Interest rates based on the customer risk profile and ranging from 9% to 12%
Fees & Charges	<p>The Following charges are applicable for finance lease facility.</p> <ol style="list-style-type: none"> CRIB Fees – Rs. 750- Rs. 1,000 Asset Inspection Fees – Rs. 3,000 - Rs. 4,500 Postage Chargers – Rs. 2,000 – Rs. 3,750

	<ul style="list-style-type: none"> iv. Stamp Duty (depend on the facility amount) v. Service Chargers - Rs. 3,500 vi. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly rental. If the borrower doesn't pay the monthly rental on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management
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2. Key Facts Document - Auto Loan

Description & Purpose of the product	<p>Description :</p> <p>The auto loan product offers a range of features to customers who intend to purchase motor vehicles, including motor cars, jeeps, and dual-purpose vehicles, through mortgaging the asset. This product provides an affordable monthly instalment with an extended repayment period of up to seven years.</p> <p>Purpose:</p> <p>Customers can use this product for the purpose of purchasing motor vehicles, especially this product focus on granting facilities for vehicles.</p>
Benefits to customers	<p>The customers would get the following benefits under the auto loans.</p> <ul style="list-style-type: none"> i. Extended repayment of five years would offer an affordable installment ii. The ability to obtain facilities under both fixed and variable interest rates iii. The ability to replace the asset during the repayment period iv. Less documentation fees
Target Market	<p>The product is targeted at individuals and business entities who purchase vehicles for personal use.</p>
Main terms and conditions	<p>Customers can apply for this product by providing the following details:</p> <p><u>For Individual</u></p> <ul style="list-style-type: none"> i. Identification proof (NIC/DL/PP) ii. Address proof (NIC/utility bill/GS certificate) iii. Income proof (salary slips/bank documents/other income proof documents) iv. Guarantor details (ID proof/billing proof/income proof) v. Vehicle details (supplier details/vehicle details) <p><u>Corporate customers</u></p> <ul style="list-style-type: none"> i. Identification proof (BR/form 41 or form 1) ii. Address proof (Form 13) iii. Income proof (financial Statements/bank documents/other income proof documents) iv. Guarantor details (ID proof/billing proof/ income proof/ address proof -Form 13) v. Vehicle details (supplier details/vehicle details)

Legal provision	Mortgage Act No. 06 of 1946 as amended by Act No. 3 of 1990
Rate	Interest rates based on the customer risk profile and ranging from 15% to 40%
Fees & Charges	<p>The Following charges are applicable for auto loan facility.</p> <ul style="list-style-type: none"> i. CRIB Fees – Rs. 750 - Rs. 2,500 ii. Vehicle Inspection Fees – Rs. 3,000 - Rs. 4,500 iii. Postage – Rs. 2,000 – Rs. 3,750 iv. Stamp Duty (depend on the facility amount) v. Ownership Transfer Fee (as determined by the DMT) vi. Service Chargers - Rs. 4,750 vii. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly installment. If the borrower doesn't pay the monthly installment on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management

3. Key Facts Document - Shakthi Business Loans

Description & Purpose of the product	<p>Shakthi Business loan is designed to cater the financial requirement of business community. Under this product customers can fulfill their short term as well as long term financial requirements.</p> <p>Short term “Shakthi” Business loans –</p> <p>Purpose: For the purpose of working capital requirements such as settling operational cash requirements, settling short term debtors and for other requirements, which can be served within 12 months.</p> <p>Long term “Shakthi” Business loans –</p> <p>Purpose: For the purpose of invest in business expansions, investing in new business opportunities, and acquire/build properties customers can apply for “Shakthi” long term business loans.</p>
Benefits to customers	<p>The customers would get the following benefits under the “Shakthi” business loans.</p> <ul style="list-style-type: none"> i. Affordable interest rates with the ability to apply under variable interest. ii. The ability to make payments against the capital to partially offset the capital. iii. The ability to provide both vehicles and properties as collaterals
Target Market	The business community with viable business projects and positive cash flows are targeted with this product.
Main terms and conditions	<p>Customers can apply for this product by providing the following details:</p> <p><u>For Individual</u></p>

	<ul style="list-style-type: none"> i. Identification proof (NIC/DL/PP) ii. Address proof (NIC/utility bill/GS certificate) iii. Income proof (salary slips/bank documents/other income proof documents/new projects if any) iv. Guarantor details (ID proof/billing proof/income proof) v. Collateral details (vehicle details or property details) <p><u>For Corporate Customers</u></p> <ul style="list-style-type: none"> i. Identification proof (BR/form 41 or form 1) ii. Address proof (Form 13) iii. Income proof (financial statements/bank documents/other income proof documents/new projects if any) iv. Guarantor details (ID proof/billing proof/income proof/ address proof – Form 13) v. Collateral details – (vehicle details or property details)
Legal provision	Mortgage act No. 06 of 1946 as amended by Act No. 3 of 1990
Rate	Interest rates based on the customer risk profile and ranges from 15% to 40%
Fees & Charges	<p>The Following charges are applicable for Shakthi Business Loan facility.</p> <ul style="list-style-type: none"> i. CRIB Fees – Rs. 750 - Rs. 2,500 ii. Vehicle/ Property Inspection Fees – Rs. 3,000 – Rs. 23,000 iii. Postage Chargers – Rs. 2,000 – Rs. 3,750 iv. Stamp Duty (depend on the facility amount) v. Ownership Transfer Fee (as determined by the DMT) vi. Service Chargers - Rs. 4,750 vii. Mortgage charges if applicable viii. Legal Fees if applicable ix. Caveat Fees if applicable x. Loan Protection Insurance if applicable xi. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly installment. If the borrower doesn't pay the monthly installment on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management

4. Key Facts Document – ‘Shasthra’ Education Loan

Description & Purpose of the product	<p>“Shasthra” education loan was designed to assist customers in funding requirements for their educational purposes.</p> <p>Purpose:</p> <p>Customers can apply this loan to fulfill their educational requirements. Customers can use this product to settle educational expenses at local and overseas institutions.</p>
Benefits to customers	<p>The customers would get the following benefits under the “Shasthra” education loan</p> <ul style="list-style-type: none"> i. No processing fees ii. No settlement fees

	iii. Documentation assistance in processing VISA
Target Market	The students and professionals who is looking for financial assistance are the target market of this product.
Main terms and conditions	<p>Customers can apply for this product by providing the following details:</p> <ol style="list-style-type: none"> i. Identification proof (NIC/DL/PP) ii. Address proof (NIC/utility bill /GS certificate) iii. Income proof (salary slips/bank documents/other income proof documents/new iv. Educational program details v. Guarantor details (ID Proof /billing proof/income proof) vi. Collateral details (vehicle details or Property details) vii. For student - applicants the joint applications to be processed with a guardian.
Legal provision	Mortgage act No. 06 of 1946 as amended by Act No. 3 of 1990
Rate	Interest rates based on the customer risk profile and ranges from 15% to 40%
Fees & Charges	<p>The Following charges are applicable for “Shasthra” education loan facility.</p> <ol style="list-style-type: none"> i. CRIB Fees – Rs. 750 - Rs. 2,500 ii. Postage Chargers – Rs. 2,000 - Rs. 3,750 iii. Vehicle Inspection Fees – Rs. 3,000 - Rs. 4,500 iv. Stamp Duty (depend on the facility amount) v. Ownership Transfer Fee (as determined by the DMT) vi. Service Chargers - Rs. 4,750 vii. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly installment. If the borrower doesn't pay the monthly installment on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management

5. Key Facts Document – “Quick Cash” personal Loan

Description & Purpose of the product	<p>Address all your financial needs with a hassle-free scheme designed for customers who are in salaried, permanent employment and can be obtained for any of the following purposes;</p> <ol style="list-style-type: none"> i. Construction, purchasing, renovation, extension, repairs and modifications of a house ii. Educational purposes iii. Overseas travels iv. Weddings and other social functions v. Any other personal need (purchasing consumer durables, jewelry, etc.)
Benefits to customers	<p>The customers would get the following benefits under the “Quick Cash” personal loan</p> <ol style="list-style-type: none"> i. Plan your installments according to your repayment capacity ii. Request only Two personal Guarantors for the loan as collateral iii. Quick Cash loan scheme is simple and quick so that the customers would be able to have their financial needs attended easily without wasting much time as in

	other loan schemes.
Target Market	Should be an employee in permanent cadre in the following sectors i. Government Sector: employees who have been appointed to the permanent cadre and possess a service period of minimum of 2 years ii. For Corporations / Authorities / Boards and other approved state organizations: employees who possess minimum 2 years' service period including 1 year as permanent employee. iii. For bankers, licensed finance companies and listed companies: employees who possess minimum 2 years of service including 1 year as permanent employee. iv. Other companies approved by People's Leasing & Finance PLC: employees who possess 4 years' service period including 2 years in permanent cadre
Main terms and conditions	i. Facility amount - Minimum Rs. 50,000 and Maximum Rs. 1, 500,000 ii. Period up to 48 months iii. Guarantor - First guarantor should be working for the same employer as the loan applicant iv. Compulsory to open a savings account with People's Leasing & Finance PLC
Legal provision	Mediation Act
Rate	Interest rates based on the customer risk profile and ranges from 15% to 40%
Fees & Charges	i. Processing fee – Rs. 2,000 – Rs. 3,750 ii. CRIB charges – Rs. 750 – Rs. 2,500 iii. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly installment. If the borrower doesn't pay the monthly installment on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management

6. Key Facts Document – Fast Track

Description & Purpose of the product	“Fast Track” is a short term loan facility offered to meet the immediate financial needs of the customers, including working capital requirements. The main target market for the “Fast Track” product will be existing customers with a good credit track record or history and in exceptional circumstances, new customers with sound financial back ground.
Benefits to customers	Customer has the ability to top up the loan amount within the approved limit at any given time within the approved loan period and reutilize. However, the system will continue this as one and the same facility. Ability of the customer to utilize the full amount of the approved loan at once in one go or in several tranches through subsequent disbursements in which event all subsequent disbursements will be treated as multiple disbursements under the same facility (not as separate sub loan) and shown in the system as one facility.

Target Market	<p>Any existing customer/corporate/business with a good credit history is eligible to apply for the “Fast Track” loan. However, the customer should provide proof (justification) that the customer actually has immediate cash and/or working capital requirement and the capacity to repay.</p> <p>New customers with proven sound financial background will be considered in very exceptional circumstances.</p>
Main terms and conditions	<p>Loan period - one (01) year</p> <p>Security based loan facility.</p> <p>Minimum Payment (monthly basis) = Interest on capital outstanding.</p> <p>Option for the customer to make bulk payments (part capital payments) and reduce the capital outstanding.</p>
Legal provision	Mortgage act No. 06 of 1946 as amended by Act No. 3 of 1990
Rate	Interest rates based on the customer risk profile and ranges from 15% to 40%
Fees & Charges	<p>Stamp duty (0.1%) on the Demand Pro Note is charged upfront for the total value of the main loan facility. Thereafter, stamp duty will not be charged for each subsequent disbursements of the loan. Further, stamp duty will not be charged again when a customer settles the facility in full and reutilizes it within the approved loan period.</p> <ul style="list-style-type: none"> i. CRIB charges - Rs.750 - Rs. 2,500 ii. Postage chargers – Rs. 2,000 – Rs. 3,750 iii. Vehicle inspection charges – Rs. 3,000 - Rs. 4,500 iv. Ownership Transfer Fee (as determined by the DMT) v. Service Chargers - Rs. 4,750

07. Key Facts Document - Housing Loan product “Sanasum Piyasa”

Description & Purpose of the product	<p>PLC “Sanasum Piyasa” Housing Loan is ideally designed to suit your needs with non-traditional flexible loan features because, there is no need to settle /close the facility due to change of asset or if the asset is sold.</p> <p>PLC Housing loan facility offers a versatile financial solution that consists of substitution of borrower, Asset Replacement, and flexible repayment system including grace period up to 5 years and capital part settlement to make your dream home a reality.</p> <p>Purpose:</p> <p>The loan will be Considered for the following purpose.</p> <ul style="list-style-type: none"> i. Purchase of bare land. ii. Construction, renovation, extension and repairs of house. iii. Purchase a fully complete house or condominium for the residential /investment purpose iv. Purchase a condominium under construction
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Benefits to customers	<ul style="list-style-type: none"> i. A maximum capital grace period up to 60 months ii. Loan repayment period up to maximum of 15 years iii. Loan approval within 3 working days iv. Plan your installments according to your repayment capacity v. Reduction of loan installment or loan period by part settlement at any time vi. Assistance to obtain required documents such as, extracts from Land Registry, draft deed, local authority documents. (street lines, non-vesting, ownership) vii. A tailored loan package, minimum documentation, speedy and totally hassle free process with doorstep service
Target Market	A Sri Lankan citizen who has a fixed source of income including employees of public and private sectors, professionals, businessmen/entrepreneurs with a good repayment capacity.
Main terms and conditions	<p>Applicant should be Sri Lankan citizen, aged between 18-60 with an adequate repayment capacity and with clear CRIB Records.</p> <p>Land extent Limit: The extents of lands to be considered when providing Mortgage Loan facilities and shall be equal to or more than the minimum extents of the land as prescribed in Local Government Authority Laws (Municipal Council, Urban Council and Pradeshiya Sabha) and the minimum extents might vary time to time as per the amendments done for said Local Government Authority Laws.</p> <p>Documents Required:</p> <ul style="list-style-type: none"> i. Duly completed “Sanasum Piyasa” Housing Loan application form. ii. Copy of National Identity Card. iii. Income proof iv. Property related documents (title deed, survey plan, etc.)
Legal provision	Mortgage Act No 6 of 1946 as amended by Act No. 3 of 1990
Rate	Interest rates based on the customer risk profile and ranges from 15% to 40%
Fees & Charges	<p>The Following charges are applicable for Senasum Piyasa Business Loan Facility.</p> <ul style="list-style-type: none"> i. CRIB Fees – Rs. 750 – Rs. 2,500 ii. Vehicle/ Property Inspection Fees – Rs. 3,000 - Rs. 23,000 iii. Postage Chargers – Rs. 2,000 – Rs. 3,750 iv. Stamp duty if applicable v. Mortgage charges if applicable vi. Legal fees if applicable vii. Default Chargers - Borrower has 5 days grace period from the due date to pay the monthly installment. If the borrower doesn't pay the monthly installment on the due date or within the grace period, penal interest rate of 4% p.m. is applicable. This can be changed at the discretion of the management.

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