

# Key Facts Document- LOLC Finance PLC

The Key Facts document consists of the main features of the products and services offered by LOLC Finance PLC (LFP).

PRODUCTS	DOCUMENTS REQUIRED	ELIGIBILITY CRITERIA	Interest Rates, Penalties & Other charges	COMMENTS
<ul style="list-style-type: none"> <li><b><u>MARGIN TRADING</u></b></li> </ul>	<p><b><u>INDIVIDUAL</u></b></p> <ul style="list-style-type: none"> <li>Duly completed LOLC Finance Margin Trading Application / Identification Document (NIC/PP/NDL) &amp; KYC Form, Asset Declaration form for Facilities above a limit determined by the Management</li> <li>Copy of recent utility bill/ Bank statement to establish or change the residential address.</li> </ul>	<p><b><u>INDIVIDUAL</u></b></p> <ul style="list-style-type: none"> <li>Individuals who are Citizens/ Resident /Dual Citizens of Sri Lanka and age above 18 years</li> </ul>	<ul style="list-style-type: none"> <li>Facility interest rate will be based tariff sheet by ALCO on timely manner</li> <li>Rates are based on the prevailing rates at the time of the inquiry</li> <li>Appropriate transfer fee will be applicable and payable to the Regulator</li> </ul>	<p><b><u>FACTORS TO CONSIDER GRANTING A MARGIN TRADING FACILITY</u></b></p> <ul style="list-style-type: none"> <li>Financial situation of the client.</li> <li>Any internal and external credit reference information (eg, credit history) about the client.</li> <li>The quality of the underlying collateral and any other credit support</li> <li>The investment objectives, risk appetite and trading patterns of the client.</li> <li>Any known events which may reflect adversely on the financial status or default risk of the client.</li> </ul>
	<p><b><u>CORPORATE</u></b></p> <ul style="list-style-type: none"> <li>Business Registration, Board Resolution, Documents to confirm Directors, Certificate of registration, Duly Signed Mandate, Identification documents of Authorised signatories, Articles of Associations, KYC Individual &amp; Corporate, Share details document (Form 15)</li> </ul>	<p><b><u>CORPORATE</u></b></p> <ul style="list-style-type: none"> <li>Corporates and Other Institutions Registered in Sri Lanka</li> </ul>	<ul style="list-style-type: none"> <li>Facility interest rate will be based tariff sheet by ALCO on timely manner</li> <li>Rates are based on the prevailing rates at the time of the inquiry</li> <li>Appropriate transfer fee will be applicable and payable to the Regulator</li> </ul>	

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2. Process of obtaining products and services from LFC

2.1. Customers required to visit or contact the nearest branch to avail products/services from LFC. Branch locations and contacts are displayed on our website (<https://www.lolcfinance.com/contact-us/>)

2.2 Customer required to complete an application form and All relevant documents related to the product/service required be handed over to the branch officer to process the request. The information submitted by customer should be accurate.

### 3. Procedure for resolving of customer complaints

#### **LOGGING A COMPLAINT**

A complaint Can be lodge by Customers to LOLC Finance Via any of the below.

- ✓ In writing: Head of Margin Trading - LOLC Finance PLC, 100/1, Sri Jayewardenepura Mw, Rajagiriya.
- ✓ Complaints Hot line: +94117248248
- ✓ Complain E-mail: info@lolcfinance.com
- ✓ Website www.lolcfinance.com

#### **Required Information to Place a complaint**

- ✓ Customer Name, NIC, Mobile number and Email address (if any)
- ✓ Incident or complain in brief

#### **Complain**

- ✓ To lodge complains Customers Can get support from Branch Manager.
- ✓ Nameless complaints, without adequate proof and evidence will not be considered as an official complaint.
- ✓ Acknowledgment of complaints

A correspondence will be sent to the customer via email acknowledging the complaint and has been forwarded to the respective authority for further investigation.

#### **Complaint Investigation**

- ✓ LOLC Finance will respond with the decision and offer an explanation for the complaint lodge by the customer.
- ✓ If The company is unable to investigate and fail to send a response within a period of 10 working days, the customer will be informed the response date for the complaint lodged.

#### **Financial Ombudsman of Sri Lanka**

Address: No 143A, Vajira Road, Colombo 5

Telephone: +94 11 2595624

Fax: 94 11 2595625

Email: fosril@sltnet.lk

Website: <http://www.financialombudsman.lk/>

*This document serves to comply with the requirements of the Finance Customer Protection Framework issued by the Central Bank of Sri Lanka Direction No 1 of 2018.*