

Key Fact Document (KFD)
Gold Loans
Merchant Bank of Sri Lanka & Finance PLC

Product	Key Features & Benefits	Interest Rates & Other charges	Procedure to be followed	Main terms & conditions	Applicable legal provisions related to the product/service	Complaint handling procedure
Gold Loans	<p>A) A maximum loan amount for a Sovereign (8gm) 18K-24K gold.</p> <p>B) Competitive low interest rates</p> <p>C) Payments could be made at any of the MBSL branches</p> <p>D) Requests for small loans shall be accepted.</p> <p>E) An unmatched, speedy and courteous service</p> <p>F) Complete privacy and confidentiality</p> <p>G) Hassle free redemption without prior notice</p> <p>H) Free insurance cover for Pledged articles</p>	<p>A) Interest rates applicable are displayed at each and every branch Island-wide. Based on the market conditions, our interest are revised from time to time.</p> <p>B) Accrued Interest shall be collected at the time of Renewal, Part payment, Part redemption, and Redemption of Article</p> <p>C) Interest should be calculated for the actual number of days including date of granting and excluding the date of settlement.</p> <p>D) A penalty of 0.5% will be charged per month if</p>	<p>A) Customer can visit the nearest branch with his/her own jewelry and discuss their requirement with the gold loan officer.</p> <p>B) Gold Loan Officer will assess the gold article and offer the advance amount to customer based on requirement.</p> <p>C) If customer agrees with the amount of Loan and other terms and conditions relating to selected product, company will grant the loan.</p> <p>Documents Needed</p> <p>A) Valid identification</p>	<p>Eligibility</p> <p>A) Sri Lankan citizen over 18 years of age, who owns gold or gold jewelry (18 to 24 Karat)</p> <p>B) Every pledge that is not redeemed within the stipulated period will be sold by auction after giving due written notice to the customer as per the provisions of the Mortgage Act.</p> <p>C) In the event of a loss of any mortgaged article the Company shall only</p>	<p>The Mortgage Act & Pawn Brokers Ordinance</p>	<p>Customers can lodge complaints with regard to our products or services by either;</p> <p>A) Contacting the relevant Branch Manager</p> <p>B) Contacting Customer Complaint Handling Officer (Acting) Once the complaint is received we will acknowledge receipt and keep customer informed of the action promptly taken.</p>

	<p>I) Ability to make payments by any person</p> <p>J) Ability to redeem any article, when obtained a gold loan for more than one articles</p>	<p>the Gold Loan contract is matured.</p> <p>E) The actual cost incur for facilitating an auction will be distributed among the contracts identified for the auction and charged against each contract.</p> <p>F) 0.25% will be upfront charged for the takeover business- This will charge from the total loan amount</p>	<p>documents (National identity card/ valid Driving license or valid passport)</p>	<p>pay the value of gold at the time of loss.</p> <p>D) In case if the article is sold for an amount exceeding the total receivable (capital, interest, charges for auctions etc) at the auction, the customer will be notified in writing for claiming the refund of excess amount.</p>		
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"Suspicious transactions and above-the-threshold transactions (above 1 million) will be reported to the Financial Intelligence Unit"
"The details of each customer advances are reported to the Credit Informations Bureau (CRIB) of Sri Lanka."