

Key Fact Document (KFD)
Loans against Fixed Deposit
Merchant Bank of Sri Lanka & Finance PLC

Key Features & Benefits

Product: Cash Back Loan (This is an instant loan facility which can be obtained against any Fixed Deposit).

Eligibility: Any FD Holders

1. Product Features

- ✚ Loan is granted on the following day of the deposit placement.
- ✚ Convenient Repayment Plans: - Either to repay interest or capital as convenient to the customers.
- ✚ Minimum Documentation & Minimum Hassle.
- ✚ Loan granted within a very short period of time.

2. Interest Rate : 3.50% higher than the Deposit Rate.

3. Service Charge : Rs. 1,000/- per facility.

4. Main Terms & Conditions

- ✚ Maximum 80% of the Deposit amount can be taken as a loan from the Maturity FD. Conditions Apply.
- ✚ Maximum 75% of the Deposit amount can be taken as a loan from the Monthly FD. Conditions Apply.

5. Required Documents

- ✚ Complete Application
- ✚ Set off Document
- ✚ Original Certificate

6. Legal Provisions

The applicable legal provisions are:

- ✚ Contract Law
- ✚ Directions & Circulars issued by the Central Bank of Sri Lanka.

7. Financial Transaction Reporting Act No.06 of 2006

Where MBSL has reasonable grounds to suspect that any transaction or attempted transaction may be related to the commission of any unlawful activity or any criminal offence, MBSL shall report such transaction to the Financial Intelligent Unit under the provisions of Section 7 of the Financial Transaction Reporting Act No.06 of 2006.

Suspicious transactions and above-the-threshold transactions (above Rs 1 million) will be reported to the Financial Intelligence Unit - CBSL as directed.

Classification: MBSL Use Only

8. Complaint Handling Procedure

- ✚ A complaint can be lodged by customers to MBSL via any of the below,
 - ✓ Contacting / writing to the relevant Branch Manager / Second Officer of each branch.
 - ✓ Contact our hotline 0114 711 711.
 - ✓ Sending an email to customer service division: customercare@mbslbank.com
 - ✓ Contacting / writing to Complaints handling officer at MBSL. **(Mr. Ruwan Piyadasa (Acting), 14th Floor, Bank of Ceylon Merchant tower, No.28, St. Michael's road, Colombo 03. Mobile: 077 321 9578).**

- ✚ Further details, please refer to the published complaint handling procedure.
- ✚ In the event a satisfactory solution is not provided, customer can escalate his / her complain to the office of the Financial Ombudsman of Sri Lanka.
The Financial Ombudsman, Financial Ombudsman Office of the Financial Ombudsman, No. 143 A, Vajira Road, Colombo 05.
Contact number: +94 11 259 5624 | Telefax: +94 11 259 5625 | Email: fosril@sltnet.lk |
Website: www.financialombudsman.lk