KEY FACTS DOCUMENT – AFPLC

ALL PRODUCTS RELATED TO SAVINGS & DEPOSITS

Products	Documents Required	Terms & Conditions	Eligibility
FIXED DEPOSIT • General • Senior • Corporate	**Individual/Senior** • Duly completed Deposit application form, KYC form along with nominee details (you can download this below or obtain one from our nearest branch). • Valid identification document such as National Identity Card, Driving License or Passport. • If the address given in the application is different from the identification document, a utility bill not over 3 months old is required. **Corporate** Business Registration, Board Resolution, Documents to confirm Directors,	• Minimum Deposit amount Rs. 5,000.00 • Deposit tenor: 1 to 60 Months • The rates are quoted per annum basis and paid Monthly, Annually and Maturity. • Loan Against FD (Loan Rate 3% from the FD rate given). • Premature withdrawals are allowed; a penalty will be applied based on the CBSL direction and with company direction. • All deposits are covered under the deposit insurance scheme implemented by monetary board and compensation up to Rs. 1,100,000.00 per depositor. • For opening an Account, Company reserves the right to	**Individual/Senior** Normal Citizens who are Citizens/ Resident / Dual Citizens of Sri Lanka and age above 18 years and Senior Citizens above the age of 60 Years. **Corporate** Corporates and Other Institutions Registered in Sri Lanka.

	Certificate of Registration, duly signed Mandate, Identification documents of Authorized signatories, Article of Associations, KYC	decline accepting any deposit if the customer does not divulge information requested in terms of Financial Institutions (Customer Due Diligence) Rules No. 01 of 2016. • Lost/Damage of FD Certificate affidavit should be submitted to obtain a duplicate.	
SAVINGS • General • Senior • Corporate • Minor	**Individual/Senior** • Completed Savings Account application form (you can download this below or obtain one from our nearest branch). • Valid identification document such as National Identity Card, Driving License or Passport. • If the address given in the application is different from the identification document, a utility bill not over 3 months old is required. **Corporate** Business Registration, Board Resolution, Documents to	• The minimum balance requirement for opening a Savings Account is LKR 500/-. • No charges will be deducted for account maintenance, account closure. • For opening an Account, Company reserves the right to decline accepting any deposit if the customer does not divulge information requested in terms of Financial Institutions (Customer Due Diligence) Rules No. 01 of 2016. • Passbook or statement account will be issued at the request of the customer.	**Individual/Senior** Normal Citizens who are Citizens/ Resident / Dual Citizens of Sri Lanka and age above 18 years and Senior Citizens above the age of 60 Years. **Corporate** Corporates and Other Institutions Registered in Sri Lanka. **Minor** Children below 18 years with the details of the parents or guardian

	confirm Directors, Certificate of Registration, duly signed Mandate, Identification documents of Authorized signatories, Article of Associations, KYC **<u>Minor</u>** • Valid identification document such as birth certificate of the child and the National Identity Card of the guardian.	• For Dormant Account, Savings account (unless auto renewed) should be treated as inactive if there are not customer-initiated activity in the account for over a period of two years. • In the case of inactive accounts where balance of such accounts is less than Rs. 1,000, a charge of Rs. 25 per month will be levied until the balance become zero and when the balance reaches zero the account will automatically closed. • For transfer of funds by customers, Fund transfers through island wide branch network.	
• **Savings Investment Planner**	• Duly completed savings application form along with the Investment Planner agreement and KYC form including nominee details (available at the nearest branch). • Valid identification document such as National Identity Card, Driving License or Passport.	• Any Sri Lankan citizen above the age of 18 years can open a “Savings Investment Planner” account. • A Savings Investment Planner account cannot be opened jointly. • Customers have the freedom to decide the maturity investment value and the investment tenor according to their financial requirements.	• Any Sri Lankan citizen above the age of 18 years can open a “Savings Investment Planner” account.

	• If the address provided in the application differs from the address on the identification document, a utility bill issued within the last 3 months is required.	• The minimum investment period is 1 year, and the maximum investment period is 5 years. • Maturity investment values range from LKR 100,000/- to LKR 1,000,000/-,The monthly commitment amount should be selected based on the investment period and the final maturity amount targeted by the depositor. • Premature withdrawals will be allowed and paid at an interest rate of 5%. • Abans Finance PLC guarantees to pay the agreed maturity value, provided that all monthly commitments are made on the due dates. Payments are subject to Withholding Tax (WHT) and any statutory taxes applicable at the prevailing rates during the period of the “Savings Investment Planner” account and at maturity. The maturity value is also subject to any changes in interest rates imposed by the Central Bank of Sri Lanka during the investment period of the “Savings Investment Planner” account.	

		• In the event of loss or damage of the Investment Planner Certificate, an affidavit should be submitted to obtain a duplicate certificate.	

COMPLAINT HANDLING PROCEDURE

Our staff members are well groomed to provide an efficient, friendly, and prompt service to our customers. Abans Finance PLC respects its customers' right to receive efficient service at all times. However, if you are dissatisfied with the service provided by us, you should in the first instance consider speaking to directly with the staff member you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complainant with us in one of the following ways,

Mode	Number / Address
Telephone	0112 208 888
Fax	0112 375 517
Email	complaints@abansfinance.lk
By post or in person	No.456, R A.De Mel Mawatha, Colombo 03

Your Complaints should address to Complaint Handling Officer.

Complaints submitted to the above officers will be acknowledged. Response with actions to be taken will be communicated to respective customers within 21 calender days. If a complaint cannot be resolved within 21 calendar days, the complainant will be notified before the expiry of the 21-day period, stating the reason for the delay, the expected resolution timeframe (up to a maximum of three months), and the actions taken to date.

If such resolution is not up to your expectation or if the issue raised by you is not settled within 4 weeks, the services of an independent Financial Ombudsman are available for you to take your complaint to, for further details please ask an officer in the office you deal with or contact the office of the Ombudsman direct. Contact details are as follows.

The Financial Ombudsman, Sri Lanka
No. No.01, Bethesda Place, Milagiriya,
Colombo 05.
Tel: 011-2595624
Fax: 011-2595625
Email: forsril@sltnet.lk

Website: www.financialombudsman.lk