

# HNB FINANCE PLC

## Business Loans

### SME LOANS - KEY FACT DOCUMENT – NIVAHANA HOUSING LOAN

The product / Service	Financial and other benefit including any incentives & promotions	Fees/ charges, commissions, interest	Procedure to be followed to obtain product/ service	Major terms and condition
<p><b>NIVAHANA (Housing Loan Scheme)</b></p>	<ul style="list-style-type: none"> <li>-Initial grace period of 06 months for construction of houses</li> <li>-Door step service in collecting documents from the customers</li> </ul>	<ul style="list-style-type: none"> <li><b>Interest-</b></li> <li>a) Against mortgage over immovable property Up to 5 years - 17% pa</li> <li>Interest rates will change from time to time.</li> <li>-Premature settlement fee of 3% on outstanding if settled prior to 2 years after granting &amp; 2% if settled after 2 years</li> <li>-Documentation fees (as per attached schedule)</li> <li>-Valuation &amp; lawyer fees (standard fees)</li> <li>-Insurance premium on business &amp; mortgaged assets (as applicable)</li> <li>-Cost of Mortgage reducing policy</li> </ul>	<ul style="list-style-type: none"> <li>Handing over the application duly signed by the applicant/s</li> <li>-Submission of required financial information /salary details</li> <li>-Submission of information pertaining to the asset to be mortgaged</li> <li>-Obtaining a valuation report on the asset to be mortgaged</li> <li>- Execution of mortgage over asset prior to granting of the facility.</li> </ul>	<ul style="list-style-type: none"> <li>-Loan up to Rs10.0Mn against mortgage over immovable property (Maximum repayment period-10 years)</li> <li>-Direct payment to vendors/ suppliers to ensure end use of funds with the consent of the borrower</li> <li>-Loan to be released in stages for construction of houses verifying the progress of construction</li> <li>-Insuring the asset or business assets as required by the approval</li> <li>-Deposit of funds on due date to recover the installment</li> <li>- Age Limit up to 60 years</li> </ul>

## Complaint Procedure

The following methods are available to customers to lodge complaints

- Through the Branch manager
- Through our call centre 011-2024848
- Write to: The Manager, Call Center, HNB Finance PLC, No 168, Nawala Road, Nugegoda.

In the event a satisfactory solution is not provided by the company, 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 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](http://www.financialombudsman.lk)