

HNB FINANCE PLC

SME LOANS - KEY FACT DOCUMENT- RELAX 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>RELAX (Relax Loan Scheme)</p>	<p>-Time saving as the documents will be collected by the visiting Marketing Executive</p> <p>-Short processing time & granting of the facility if all documents completed (within 03 days)</p>	<p>Interest</p> <p>a) against personal guarantor's individual loans 1-5 years-24% pa (reducing balance)</p> <p>b) against immovable property- 1-5 years 18% pa (reducing basis)</p> <p>-Interest rates will change from time to time.</p> <p>-Documentation fees (asper attached schedule)</p> <p>-Premature settlement fee of 3% on outstanding if settled prior to 2 years after granting & 2% if settled after 2 years</p> <p>-Valuation & lawyer fees (standard fees)</p> <p>- Cost of Mortgage reducing policy/Loan protection cover (as applicable)</p> <p>-Penal interest of 3% on overdue</p>	<p>Handing over the application duly signed by the applicant/s</p> <p>-Submission of required financial information /salary details</p> <p>-Submission of information pertaining to the asset to be mortgaged (if necessary)</p> <p>-Obtaining a valuation report on the asset to be mortgaged (if necessary)</p> <p>- Execution of mortgage over asset prior to granting of the facility. (if necessary)</p>	<p>Repayment period up to 05 years</p> <p>-Loan range Rs75,000- Rs3,000,000 (against personal guarantors)</p> <p>-Loans up to Rs12,000,000 against mortgage over immovable property</p> <p>-Insuring the asset or business assets as required by the approval (if necessary)</p> <p>-Deposit of funds on due date to recover the installment</p> <p>- Age Limit between 24 – 50 years</p>

		capital for delayed payments		
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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