



The Key Facts document consists of the main features of the products and services offered by SMB Finance PLC.

1.0 Products & Services

PRODUCT/ SERVICE	TARGET CLIENTS & REQUIRED DOCUMENTS	ELIGIBLE CRITERIA	TERMS & CONDITIONS
FIXED DEPOSITS General Senior Citizen	INDIVIDUAL/JOINT/SENIOR CITIZEN ❖ Duly completed SMB Finance PLC Fixed Deposit mandate ❖ Valid National Identity Card (NIC)/valid passport that carries the NIC number ❖ Documentary evidence for address verification, if the residential address differs from the NIC ❖ KYC (Know Your Customer) form ❖ In case of nomination declared, Valid NIC copy of the nominee/s or copy of the birth certificate in case of a minor	Sri Lankan citizens who are over 18 years of age & for senior citizens over 60 years of age	❖ Minimum Deposit amount Rs.50,000/- ❖ Deposit period: 3 Months to 60 Months ❖ The rates are quoted per annum basis and paid on either monthly or maturity. ❖ With respect to joint accounts of senior citizens, all account holders should be senior citizens to obtain senior citizens interest rates ❖ In the case of monthly interest payment, interest will be calculated by applying the agreed interest rate per annum and divided by 365(no. of days for year) and multiplied by number of days applicable for the month. ❖ Balance confirmation letters, IRD confirmation & Visa letters issued on customer request. ❖ Loan against FD <ul style="list-style-type: none"> ○ 80% will be allowed for interest payable at maturity FD ○ 80% will be allowed for interest payable at monthly FD (loan rate will be + 4% above the FD rate) ❖ Premature withdrawals are allowed; a penalty will be applied based on the CBSL direction and with company policies. ❖ Compensation for FD premature withdrawal/ termination rate apply for premature withdrawal be subject to the period of deposits or subject to CBSL Guideline. Excess interest amount will be recovered from the capital If the interest been paid monthly. ❖ Premature withdrawals are not allowed, if the FD certificate is lost ❖ When loss/damage of FD Certificate, an affidavit and the indemnity of SMB Finance PLC should be submitted to obtain a duplicate. ❖ WHT is applied as per the IRD Direction. ❖ Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000 per Depositor. ❖ Relevant applications could be downloaded from the website or collect from any branch ❖ Renewal notices will be sent to the customers ❖ Nomination facility (if required) ❖ Standing Order facility
	SOLE PROPRIETORSHIP/ PARTNERSHIP/ PUBLIC COMPANY/ PRIVATE COMPANY/ CLUBS/ SOCIETIES/ ASSOCIATIONS/ NGOs/ NPOs ❖ Duly completed SMB Finance PLC Fixed Deposit mandate ❖ Business Registration Certificate/Certificate of Incorporation ❖ Articles of association ❖ Board resolution ❖ Certified list of Directors (Form 1) and any changes of Directors (Form 20) ❖ If the company re-registered as an existing company (Form 40) ❖ Constitution of Society/ Club/ Association and minutes of the meeting ❖ Certified documents to approve authorized signatories ❖ Identification documents of authorized signatories ❖ Documentary evidence for address verification (utility bill or bank statement which should be under Company name) ❖ Corporate KYC (Know Your Customer) form ❖ Declaration of beneficial ownership	Corporates and other business firms/ Institutions duly registered in Sri Lanka according to the Business Names Ordinance	



PRODUCT/ SERVICE	TARGET CLIENTS & REQUIRED DOCUMENTS	ELIGIBLE CRITERIA	TERMS & CONDITIONS
SAVINGS General Senior Citizen	INDIVIDUAL/JOINT/SENIOR CITIZEN ❖ Duly completed SMB Finance PLC Savings mandate ❖ Valid National Identity Card (NIC)/valid passport that carries the NIC number ❖ Documentary evidence for address verification, if the residential address differs from the NIC ❖ KYC (Know Your Customer) form	Sri Lankan citizens who are over 18 years of age & for senior citizens over 60 years of age	❖ Minimum Deposit amount Rs.1,500/- ❖ Interest will be calculated on daily basis and will be credited to the account at the end of the month. ❖ With respect to joint accounts of senior citizens, all account holders should be senior citizens to obtain senior citizens interest rates ❖ Cheque deposits into the savings account will be at the sole discretion of the management. ❖ Balance confirmation letters, IRD confirmation & Visa letters issued on customer request. ❖ WHT is applied as per the IRD Direction. ❖ Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000 per Depositor. ❖ Relevant applications could be downloaded from the website or collect from any branch ❖ Standing Order facility ❖ Statements will be issued at the frequency of the request of the customer. ❖ Customer can obtain entries relating to deposits/ Withdrawals and Balances.
	SOLE PROPRIETORSHIP/ PARTNERSHIP/ PUBLIC COMPANY/ PRIVATE COMPANY/ CLUBS/ SOCIETIES/ ASSOCIATIONS/ NGOs/ NPOs ❖ Duly completed SMB Finance PLC Savings mandate ❖ Business Registration Certificate/Certificate of Incorporation ❖ Articles of association ❖ Board resolution ❖ Certified list of Directors (Form 1) and any changes of Directors (Form 20) ❖ If the company re-registered as an existing company (Form 40) ❖ Constitution of Society/ Club/ Association and minutes of the meeting ❖ Certified documents to approve authorized signatories ❖ Identification documents of authorized signatories ❖ Documentary evidence for address verification (utility bill or bank statement which should be under Company name) ❖ Corporate KYC (Know Your Customer) form ❖ Declaration of beneficial ownership	Corporates and other business firms/ Institutions duly registered in Sri Lanka according to the Business Names Ordinance	

PRODUCT/ SERVICE	TARGET CLIENTS & REQUIRED DOCUMENTS	ELIGIBLE CRITERIA	TERMS & CONDITIONS
SAVINGS Minor	INDIVIDUAL ❖ Duly completed SMB Finance PLC Minor Savings mandate ❖ Valid Birth Certificate of the minor & valid National Identity Card (NIC) or valid passport that carries the NIC number of the parent, guardian or any other adult (Guardian refers to a legal Guardian appointed by a Court of law) ❖ Documentary evidence for address verification, if the residential address differs from the NIC of the parent, guardian or any other adult (Guardian refers to a legal Guardian appointed by a Court of law) ❖ KYC (Know Your Customer) form duly filled by the parent, guardian or any other adult (Guardian refers to a legal Guardian appointed by a Court of law)	New born to age less than 18 years	❖ Minimum Deposit amount Rs.1,500/- ❖ Interest will be calculated on daily basis and will be credited to the account at the end of the month. ❖ Cheque deposits into the savings account will be at the sole discretion of the management. ❖ Balance confirmation letters, IRD confirmation & Visa letters issued on customer request. ❖ WHT is applied as per the IRD Direction. ❖ Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000 per Depositor. ❖ Relevant applications could be downloaded from the website or collect from any branch ❖ Statements will be issued at the frequency of the request of the customer. ❖ Customer can obtain entries relating to deposits/ Withdrawals and Balances. ❖ No withdrawals allowed until the child complete 18 years



2.0 Interest, fees, other charges and penalties

- ❖ Prevailing interest rates will be available on inquiry, from the branches or in the Corporate Website: <http://www.smbk.com/rates>
- ❖ Current fees/commission will be available on inquiry, from the branches or in the Corporate Website: <http://www.smbk.com/tariff>

3.0 Procedure to open an account

- ❖ Account opening application can be obtained from the nearest SMB branch or could be downloaded from the Corporate Website: <http://www.smbk.com/downloads>
- ❖ Visit the nearest branch and submit the duly completed documents to open an account.

4.0 Procedure for resolution of customer complaints

We at SMB FINANCE PLC are committed to provide preferred financial solutions complemented by competitive interest rates, prompt service and convenience to our customers using methodical and effective process by a well-trained and competent workforce. However, if you have a complaint against a particular service delivered to you which not to your satisfaction, you could make your complaint either in writing in the form of a letter, email, fax or on website, or verbally by phone/walking to the following officer,

Mr. Nigel Wijesinghe - Head of Credit

Address: No: 282/1

CBS Building

Galle Road

Colombo – 03

Telephone No: 0114 222 830

Fax No: 0112 574 330

E-mail: nigelw@smbk.com

Website: www.smbk.com



Complaints received by the customer service executive will be entered into the system within one working day and an acknowledgment will be sent to customers. We will endeavor to resolve customer complaints within a reasonable time.

You may obtain the services of the Financial Ombudsman if your complaint was not satisfactorily addressed by our staff.

The contact details are as follows,

The Financial Ombudsman

Address: No: 143/A

Vajira Road

Colombo – 05

Telephone No: 0112595624

Fax No: 0112295625

E-mail: fosril@sltnet.lk

Website: www.financialombudsman.lk

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Customer's Signature

Date: