

# Key Facts Document- CBC Finance Ltd

1. The Key Facts document consists of the main features of the products and services offered by CBC Finance Ltd.

PRODUCTS	DOCUMENTS REQUIRED	ELIGIBILITY CRITERIA	COMMENTS
<b><u>SAVINGS</u></b> <ul style="list-style-type: none"> <li>General</li> </ul>	<b><u>INDIVIDUAL/JOINT</u></b> <ul style="list-style-type: none"> <li>Duly completed CBC Finance Ltd Savings Application (Mandate)</li> <li>Identification Document (NIC or valid Passport/Driving License where the NIC Number is indicated) &amp; KYC Document.</li> <li>A copy of a utility bill/ Bank statement with the current address information to establish or change the residential address if the address different from the NIC.</li> <li>Income Tax details if declared</li> </ul>	<input type="checkbox"/> Individuals who are Citizens/ Resident / Dual Citizens of Sri Lanka and over 18 years of age.	<b><u>FACTORS TO CONSIDER OPENING &amp; MAINTAIN SAVING ACCOUNT</u></b> <ul style="list-style-type: none"> <li>Minimum Balance Rs 1000 should be maintained to earn interest</li> <li>Interest will be calculated on daily basis and will be credited to the account at the end of each month.</li> <li>Cheque deposits into the saving accounts will be at the sole desecration of the management.</li> <li><b>The Customers could obtain entries relating to deposits/ Withdrawals and Balances.</b></li> <li>Statements will be issued at the request of the customer.</li> <li>WHT is applied as per the IRD direction.</li> </ul>
	<b><u>COMPANY/PARTNERSHIP/SOLE PROPRIETORSHIP/CLUBS &amp; SOCIETIES</u></b> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Duly completed CBC Finance Ltd Mandate</li> <li>Business Registration Certificate</li> <li>Board Resolution.</li> <li>Certified list of Directors (Form- 1) and any changes of Directors (Form-20)</li> <li>Articles of Associations</li> <li>Certificate of Incorporation</li> <li>If a company re-registered as an existing company (Form 40)</li> <li>Customer information forms</li> <li>Certified documents to approve Authorized signatories</li> <li>Identification documents as mentioned above &amp; KYC document.</li> <li>Constitution of Society/Club/Association</li> <li>Minutes of the meeting</li> </ul>	<b><u>COMPANY/ PARTNERSHIP/SOLE PROPRIETORSHIP/CLUBS &amp; SOCIETIES</u></b> <input type="checkbox"/> Corporates and other business firms/ Institutions duly registered in Sri Lanka according to the Business Names Ordinance	

<p><b><u>FIXED DEPOSIT</u></b></p> <ul style="list-style-type: none"> <li>• General</li> <li>• Senior</li> </ul>	<p><b><u>INDIVIDUAL/JOINT/SENIOR CITIZEN</u></b></p> <p><input type="checkbox"/> Duly completed CBC Finance Fixed Deposit Application (Mandate)</p> <ul style="list-style-type: none"> <li>• Identification Document (NIC or valid Passport/Driving License where the NIC Number is indicated) &amp; KYC Document.</li> <li>• A copy of utility bill/ Bank statement with the current address information to establish or change the residential address if the address different from the NIC.</li> <li>• Income Tax details if declared</li> </ul>	<p><b><u>INDIVIDUAL/JOINT/ SENIOR CITIZEN</u></b></p> <p><input type="checkbox"/> Individuals who are Citizens/Resident/ Dual Citizens of Sri Lanka and over 18 years of age and for senior citizens over 60 years of age</p>	<p><b><u>FACTORS TO CONSIDER OPENING &amp; MAINTAIN FD</u></b></p> <ul style="list-style-type: none"> <li>• Minimum Deposit amount Rs.100,000/-</li> <li>• Deposit tenure: 1 to 60 Months</li> <li>• The rates are quoted per annum and on the basis and paid Monthly, Annually and at Maturity.</li> <li>• In the case of Monthly Interest payments, interest will be calculated by applying the agreed interest rate per annum and divided by 365/ applicable number of days for the year and multiply by number of days applicable for the respective month.</li> <li>• <b>The Company reserves the right to decline accepting any deposit if the customer does not divulge information requested by the Company in respect of requirements laid down by the Financial Intelligence Unit of Central Bank of Sri Lanka.</b></li> </ul>
	<p><b><u>COMPANY/PARTNERSHIP/SOLE PROPRIETORSHIP/CLUBS &amp; SOCIETIES</u></b></p> <p><input type="checkbox"/> Duly completed CBC Finance Mandate</p> <ul style="list-style-type: none"> <li>• Business Registration Certificate</li> <li>• Board Resolution,</li> <li>• Certified list of Directors (Form- 1) and any changes of Directors (Form-20)</li> <li>• Articles of Associations</li> <li>• Certificate of Incorporation</li> <li>• If a company re-registered as an existing company (Form 40)</li> <li>• Customer information forms</li> <li>• Authorized signatories</li> <li>• Identification documents as mentioned above &amp; KYC document.</li> <li>• Constitution of Society/Club/Association</li> <li>• Minutes of the meeting</li> </ul>	<p><b><u>COMPANY/ PARTNERSHIP/SOLE PROPRIETORSHIP/CLUBS &amp; SOCIETIES</u></b></p> <p><input type="checkbox"/> Corporates and other business firms/ Institutions duly registered in Sri Lanka according to the Business Names Ordinance</p>	<ul style="list-style-type: none"> <li>• Balance confirmation letters, IRD confirmation, WHT certificate and Visa letters issued on customer request</li> <li>• Loan Against FD</li> <li>• 90% will be allowed for maturity FD</li> <li>• 90% will be allowed for Monthly FD</li> <li>• (Loan Rate 3% from the APR given)</li> <li>• Premature withdrawals are allowed; a penalty will be applied based on the CBSL direction and with company policies.</li> <li>• Premature withdrawals are not allowed; if the FD Certificate is lost</li> <li>• Lost/ Damage of FD Certificate, an affidavit and the indemnity of CBC Finance Ltd should be submitted to obtain a duplicate.</li> <li>• <b>No duplicate will be issued for a Lost/ Damage of Bond Certificate, withdrawals can be taken after announcement of paper advertisement and no response.</b></li> <li>• WHT is applied as per the IRD Direction</li> <li>• All deposits are covered under the deposit insurance scheme implemented by monetary board and compensation up to <b>1,100,000</b> per depositor</li> <li>• The relevant applications could be downloaded from the website</li> <li>• The renewal notices will be sent to the customer</li> </ul>

2. The process of obtaining products and services from CBC Finance Ltd.
  - 2.1. The Customers are required to visit or contact the nearest branch to avail products/services from CBC Finance Ltd. The Branch locations and contacts are displayed on our website ([www.cbcfinance.lk](http://www.cbcfinance.lk))
  - 2.2. The Customers are required to complete an application form and all relevant documents related to the products/services are required be handed over to the Branch Officers to process the request. The information submitted by customer should be accurate.
3. Compensation for FD premature withdrawal/ termination  
All Pre-mature withdrawals are subject to apply of a penalty. The rate applied for premature withdrawals be subject to the period of Deposits or subject to CBSL Guideline. Excess interest amounts will be recovered from the capital if the interest is being paid monthly,
4. Procedure for resolving of customer complaints

## **LODGING A COMPLAINT**

A complaint Can be lodged by the Customers to CBC Finance Ltd Via any of the below methods:

- ✓ **In writing: HO HR & Operations – No.187, Katugasthota road, Kandy, ✓ Complaints No: 076-1755271**
- ✓ **Complain E-mail: [info@cbcfinance.com](mailto:info@cbcfinance.com)**
- ✓ Website [www.cbcfinance.com](http://www.cbcfinance.com)
- ✓ Suggestion Boxes

## **Required Information to place a complaint**

- ✓ Customer Name, NIC number, Account number, Mobile number and Email address (if any)
- ☐ Incident or Complain in brief

## **Complain**

- ✓ To lodge complains the customers could obtain assistance from Branch Managers.
- ✓ Anonymous complaints, without adequate proof and evidence will not be considered as an official complaint.
- ✓ Acknowledgment of complaints

A correspondence will be sent to the customer via email/post acknowledging the complaint and has been forwarded to the respective authority for further investigation.

#### **Complaint Investigation**

- ✓ CBC Finance Ltd will respond with the decision and offer an explanation to the complaint lodged by the customer within 3 days.
- ✓ If the Company is unable to investigate and fail to send a response within a period of 3 working days, the customer will be informed the date the response will be provided for the complaint lodged.

**Financial Ombudsman Sri Lanka (Guarantee) Ltd,**  
**Address : Level L Mezzanine, Ceylinco House, Colombo 1**  
**Email : [slba@slba.lk](mailto:slba@slba.lk)**  
**Telephone: 0112345230**