

Product	Description	Main features, terms and conditions	Rates, fees and charges	Legal provisions applicable	Procedure to be followed to obtain the product/service
<b>Leasing</b>	Offered to individuals, MSMEs, SMEs and Corporates to suit their specific financial needs.	<ol style="list-style-type: none"> <li>1. Competitive and flexible rentals</li> <li>2. Loan to value ratio: In accordance with CBSL directions and credit worthiness of the applicant.</li> <li>3. Lease period: 12- 60 months</li> <li>4. Repayment: Equated monthly rentals or based on a pre agreed rental schedule</li> </ol>	<ol style="list-style-type: none"> <li>1. Lease, Auto loans &amp; Speed Cash: Service/ documentation charges LKR 3,000- 15,000/- based on the type of asset &amp; facility amount.</li> <li>2. Pledge loans- 0.5% of service fee based on the facility amount.</li> <li>3. Stamp duty: 1% based on total receivables for leases and 0.1% on loan value for loan products.</li> <li>4. Early settlement fee shall be applicable based on unexpired term of lease / remaining tenure of the loan.</li> </ol>	<ol style="list-style-type: none"> <li>1. Finance Leasing Act No 56 of 2000</li> <li>2. Consumer Credit Act No 29 of 1982 - Mortgage Act No 6 of 1949</li> <li>3. Arbitration Act No.11 of 1995 - Mediation Board Act No. 72 of 1988</li> <li>4. Recovery of Debt (Special Provisions) Act No. 2 of 1990</li> <li>5. Finance Business Act No.42 of 2011</li> <li>6. Criminal Procedure Code Civil Procedure Code</li> <li>7. Penal Code</li> <li>8. Motor Traffic (Amendment)Act No 8 of 2009</li> <li>9. Financial Transactions Reporting Act No. 6 of 2006.</li> <li>10. Pawnbrokers Ordinance</li> </ol>	<ol style="list-style-type: none"> <li>1. Visit one of our branches and speak to a customer service representative to get product information.</li> <li>2. Customers may view our website or contact Customer Care hotline 112 673673 to get product and service related information.</li> <li>3. Submit an application with requisite documents to the respective branch.</li> <li>4. AFC officers shall review the respective applications and issue the product/service subject to credit approval (approval process may involve investigations and asset inspection by AFC officers)</li> </ol>
<b>Auto Loans</b>		<ol style="list-style-type: none"> <li>1. Competitive and flexible loan installments</li> <li>2. Loan to value ratio: In accordance with CBSL directions and credit worthiness of the applicant</li> <li>3. Loan period: 1 - 60 months</li> <li>4. Repayment: Equated monthly installments or based on a pre agreed installment schedule</li> </ol>	<ol style="list-style-type: none"> <li>5. Late payment fee on delayed rentals and other charges/ premiums due: 4% per month on unpaid amounts.</li> <li>6. Asset transfer fee- LKR 1,500- 3,000/- + vat (applicable for leasing facilities)</li> <li>7. Valuation fees, CRIB report fees, other charges and insurance premium applicable. Interest rate based on the customer risk profile and it ranged from 13% to 35%</li> <li>8. Other charges and levies imposed by the Government / Authorities from time to time</li> </ol>		

<p><b>Speed Cash (Secured by motor vehicles)</b></p>		<ol style="list-style-type: none"> <li>1. Flexible repayment plans</li> <li>2. Loan to value ratio: In accordance with CBSL directions and credit worthiness of the applicant</li> <li>3. Tenure: 3 - 12 Months</li> <li>4. Repayment: based on a pre agreed installment schedule subject to servicing of minimum of monthly interest applicable for the contract.</li> </ol>		<p>11. Any other laws which are in existence or introduced from time to time in future</p>	
<p><b>Pledge Loans (Secured by vehicle import documents)</b></p>	<p>Offered to vehicle importers to support working capital requirements of the business</p>	<ol style="list-style-type: none"> <li>1. Flexible repayment plans</li> <li>2. Loan to value ratio: In accordance with CBSL directions and credit worthiness of the applicant</li> <li>3. Tenure: 3 - 12 Months</li> <li>4. Repayment: based on a pre agreed installment schedule subject to servicing of minimum of monthly interest applicable for the contract.</li> </ol>			

<b>Mortgage Loans</b>	Facilities are offered to purchase lands, houses and commercial buildings or against customer's own property to support personal / business financial needs.	<ol style="list-style-type: none"> <li>1. Flexible repayment plans</li> <li>2. Loan to value ratio: In accordance with our internal credit guidelines and credit worthiness of the applicant</li> <li>3. Tenure: 12- 60 months</li> <li>4. Repayment: based on equated monthly installments or on a pre agreed installment schedule subject to servicing of minimum of monthly interest applicable for the contract.</li> </ol>			
<b>Gold Loans</b>	Facilities are offered against gold articles to support short term financial needs of the customers.	<ol style="list-style-type: none"> <li>1. Loan to value ratio: In accordance with our internal credit guidelines</li> <li>2. Tenure: 1-12 months</li> </ol>	<ol style="list-style-type: none"> <li>1. Attractive rate of interest Service fee- 0.95%</li> <li>2. Stamp duty and any other applicable government/ statutory charges</li> </ol>		

<b>Ran Ayojana Loan</b>	Term loan offered for individuals to purchase gold jewelry	<ol style="list-style-type: none"> <li>1. Equated monthly installments.</li> <li>2. Tenure: 3- 12 months</li> <li>3. Article shall be held as security and released upon full settlement of the loan (AFC may release the article based on existing securities subject to Credit approval)</li> </ol>	<ol style="list-style-type: none"> <li>1. Attractive rate of interest Service Charge - LKR 500/-</li> <li>2. Penalty Charge - 0.5%</li> <li>3. Stamp duty and any other applicable government/ statutory charges</li> </ol>		
<b>Speed Cash (Secured by fixed deposits)</b>	Loans offered to AFC deposit holders against against the fixed deposits	<ol style="list-style-type: none"> <li>1. Quick processing – Tenure</li> <li>2. varied in line with the term of the fixed deposit</li> <li>3. LTV Maximum up to 90% (conditions apply)</li> </ol>	Attractive rate of interest Documentation fee- LKR 500- 1000/- based on the facility amount		

<p><b>Tea Loan</b></p>	<p>Loan provided for small tea holders who continuously provide tea leaves for tea factories</p>	<ol style="list-style-type: none"> <li>1. Loan provided for extension of cultivation area, agronomy practices such as soil conservation, rehabilitation and purchasing agricultural inputs.</li> <li>2. Loan Amount goes up to Rs.500,000</li> <li>3. Period goes up to 60 months</li> <li>4. Approval delegation given to central credit</li> </ol>	<ol style="list-style-type: none"> <li>1. Documentation charge is 1% from loan amount.</li> <li>2. Stamp duty will be paid 0.1% from loan amount</li> <li>3. Attractive interest rates</li> </ol>	<p>Legal provision for Non Asset Backed Loans unless otherwise security has been obtained</p>	
<p><b>Cinnamon Loan</b></p>	<p>Target group is cinnamon growers with minimum 2 acre of cultivation area and cinnamon oil extractors/manufactures</p>	<ol style="list-style-type: none"> <li>1. Loan given to cinnamon growers for extension of cultivation area or to purchase machinery or equipment to improve productivity through cultural practice. For oil manufacturers/extractors loans given to buy machinery.</li> <li>2. Maximum period is 60 months</li> <li>3. Approval delegation given to central credit</li> </ol>			

<p><b>Dairy Loan</b></p>	<p>Focus segment is who are doing animal husbandry specially cattle farming and buffalo farming</p>	<ol style="list-style-type: none"> <li>1. Loan given for purchase cattle, farm house improvements which enhance yield, purchase of farming and milking equipment, develop grass land and fodder cultivation.</li> <li>2. Maximum period is 48 months unless otherwise security is provided</li> <li>3. Approval delegation given to central credit</li> </ol>			
<p><b>Climate smart Irrigation Loan</b></p>	<p>Target segment is farmers who are into crop cultivation</p>	<ol style="list-style-type: none"> <li>1. Purpose of the loan is to invest sprinkler and mini sprinklers especially in dry zone. To invest of rain water harvesting and water management in Argo wells.</li> <li>2. Maximum period is 48 months.</li> <li>3. Applicant should owned a farm</li> </ol>			

<p><b>Poly tunnel Farming</b></p>	<p>Farmers engaged in poly tunnel / green house cultivation will be focused.</p>	<ol style="list-style-type: none"> <li>1. Main four target sub segments are crop nurseries, mushroom growers, cut flower growers, vegetable/fruits and cash crop growers</li> <li>2. Maximum loan amount will be Rs.2.0Mn or 50% from poly tunnel system whichever lower</li> <li>3. Maximum tenure would be 60 Months</li> </ol>			
<p><b>Solar Loans</b></p>	<p>Facility granted by analyzing electricity bill unit usage.</p>	<ol style="list-style-type: none"> <li>1. Existing customers at AFC who service existing finance facility more than 12 month with less than rental in arrears at any given time and new customers who take home salary over Rs.125,000/= to be Considered.</li> <li>2. Customers who are using more than 180 units will be considered considering potential benefit to the customer</li> </ol>			

<p><b>Light Agri Machinery Loans</b></p>	<p>Target segment is farmers who are into crop cultivation</p>	<ol style="list-style-type: none"> <li>1. Purpose of the loan is to invest in light agricultural machineries especially seed bed preparation machines, spraying machines, drones etc,</li> <li>2. Maximum period is 36 months.</li> </ol>			
<p><b>Cash Crop Loans</b></p>	<p>Target segment is farmers who are into crop cultivation</p>	<ol style="list-style-type: none"> <li>1. Purpose of the loan is to fund the cost of land preparation, seeds, fertilizer &amp; chemicals especially crops such as banana, mango, pineapple, ginger &amp; turmeric, sugar cane, ground nut, big onion and potato.</li> <li>2. Maximum period is 48 months.</li> <li>3. Applicant should own a farm.</li> </ol>			

<b>Coconut Growers Loan</b>	Target segment is coconut growers	1. Purpose of the loan is to provide required financing for cultivation expansion and improvements.  2. Applicant should own minimum 1 acre of coconut cultivation or land demarcated for new planting.  3. Maximum period is 36 months for 1-2 acre growers  4. Loan amount is Rs.250,000-500,000  5. 60 months for medium scale growers.  6. Loan amount is above Rs.500,000.			
-----------------------------	-----------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--

### Complaint Handling Procedure

Customers may lodge a formal complaint using the following channels

- Letter addressed to the Branch Manager of respective branch (contact details are listed in our website ([www.alliancefinance.lk](http://www.alliancefinance.lk)) or
- Letter addressed to the Customer Care Manager, No 84, Ward Place, Colombo -7 or
- Reach our Customer Care Manager through Tel: 077 1090122 or Customer Care hotline: 112 673673, email: [info@alliancefinance.lk](mailto:info@alliancefinance.lk)
- AFC shall acknowledge the complaint and carry out an independent review of the complaint.
- AFC shall contact the customer and provide the details of outcome / decision within a period of 7 working days.
- If a satisfactory resolution is not received customer may refer the complaint to the Financial Ombudsman of Sri Lanka.

Address: No.01,  
Bethesda Place, Milagiriya,  
Colombo 5. Tel: +94112  
595624 E mail:  
[fosril@sltnet.lk](mailto:fosril@sltnet.lk)