

# Key Fact Document (KFD)

## Loans Against FDs

### Commercial Credit & Finance PLC



## Loans Against FD

Key Features & Benefits	Nature of the Product and Applicable Legal Provisions	Interest Rates & Other Charges	Procedure to be Followed to Obtain the Facility	Main terms & Conditions
<ul style="list-style-type: none"> <li>-Attractive &amp; Reasonable interest rates</li> <li>- Fast service</li> <li>- Flexible repayment terms</li> <li>- Efficient Customer service.</li> </ul>	<p>The FD customers of the CCFP can obtain a loan facility against her/his fixed deposit maintained at the CCFP.</p> <p>The following legal provisions are applicable for the facility</p> <ul style="list-style-type: none"> <li>- Law of contract</li> </ul> <p>Any other laws which are in existence for the time being or any other laws which will be introduced from time to time.</p>	<p><b>Interest rates</b></p> <p>Interest rates are decided by the management CCFP. This would vary from 3%-5% over the Fixed Deposit rate offered and also according to the exposure of the loan.</p> <p><b>Other Charges</b></p> <p>No service charge is applicable</p> <p><b>Penalty interest</b></p> <p>No penal interest rate is applicable.</p>	<p>All potential customers may visit nearest Branch and discuss about their loan requirement.</p> <p>Documents Needed</p> <ul style="list-style-type: none"> <li>- The original Fixed Deposit certificate signed by the customer.</li> <li>-Duly filled Loan application</li> <li>-Loan agreement</li> <li>-Letter of authorization.</li> </ul>	<ul style="list-style-type: none"> <li>- Sri Lankan citizens over 18 years of age</li> <li>-The customer should be an existing Fixed deposit holder of the company.</li> <li>- Facility will be approved based on evaluation.</li> <li>-The loan will be automatically set off when either the loan exposure reaches 95% or when there is an outstanding balance at maturity of secured fixed deposits, whichever comes first.</li> </ul>

## Complaint Handling Procedure

We value your feedback and encourage you to share any concerns if our services don't meet your expectations. If our response doesn't, you can seek a review or intervention from the Financial Ombudsman Service.

- Customers can lodge complaints with regard to our products or services using following methods
- Contacting the relevant Location Head
- Contacting our hotline : +94 112 000 000
- Emailing or Via Corporate website and web chat : [ccl@cclk.lk](mailto:ccl@cclk.lk) or <https://www.cclk.lk>
- WhatsApp to call center manager to telephone number: +94 076517136294
- Write to: Head Office - No. 106, Yatinuwara Veediya , Kandy  
Corporate Office - No 165, Kynsey Road Colombo 08.
- Financial Ombudsmen: 143A, Vajira Road, Colombo 05. +94 11 2 595 624
- Compliant Handling Policy is available on the Corporate Website for customers to refer to for further information

**Last Reviewed on May 14th 2024**