

Key Fact Document (KFD)

General Savings and Minor Savings

Commercial Credit & Finance PLC



Minor Savings

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"> - Attractive interest rates - Minimum deposit Rs.100/= - Attractive bonus schemes are offered based on the age of the child (For more details, customer can contact our hot-line or visit any branch Island-wide) - No Charge for Balance confirmation letters. - Deposit insurance facility is available up to Rs. 1.100,000/= 	<p>Minor Accounts will be opened for children below 18 Years of age (<i>parent or Guardian as Signatory</i>).</p> <p><u>Following legal provisions Are applicable</u></p> <ul style="list-style-type: none"> - Finance Business Act No. 42 of 2011 - Inland revenue act 24 of 2017. -CBSL Guidelines issued time to time - Financial Intelligence Directions - Anti-money Laundering and Counter-terrorism Financing regulations -Any other laws which are in existence for the time being or any other laws which will be introduced from time to time 	<ul style="list-style-type: none"> - Interest rates are revised from time to time based on CBSL directions. - No charges for opening and Maintaining an account. 	<p>Customers can visit nearest CCFP branches for opening an account.</p> <p>All the customers should be screened and cleared as per the Company's AML and CFT policy.</p> <p><u>Documents required</u></p> <ul style="list-style-type: none"> - Duly completed application. - Copy of the certified birth Certificate of the child. - KYC & Risk evaluation form. - Condition letter. - NIC /Valid passport (copy) of the parent / guardian (Passport copy is valid only for holders of dual citizenship) -Billing proof if the address stated in NIC is differ with the current Address. 	<ul style="list-style-type: none"> - Duly completed application. - Copy of the certified birth Certificate of the child. - KYC & Risk evaluation form. - Condition letter. - NIC /Valid passport (copy) of the parent / guardian (Passport copy is valid only for holders of dual citizenship) -Billing proof if the address stated in NIC is differ with the current Address.

General Savings

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"> - Attractive interest rates - No initial minimum deposit. - No Charge for Balance confirmation - Deposit insurance facility is available up to Rs. 1,100,000/= 	<p>-Natural persons or legal persons can open a Savings account after fulfilling KYC requirements and AML requirements.</p> <p><u>Legal Framework</u></p> <ul style="list-style-type: none"> - Finance Business Act No. 42 of 2011 - Inland revenue act 24 of 2017. -CBSL Guidelines issued time to time - Financial Intelligence Directions - Anti-money Laundering and Counter-terrorism Financing regulations -Any other laws which are in existence for the time being or any other laws which will be introduced from time to time 	<p>Savings interest rates are revised from time to time Based on CBSL directions.</p> <p>No charges for opening and Maintaining an account.</p>	<p>Customers can visit nearest CCFP Branches for opening an account.</p> <p>All the customers should be screened and cleared as per the Company's AML and CFT policy.</p> <p><u>Documents required</u></p> <p><u>Individual customers</u></p> <ul style="list-style-type: none"> - Duly completed application, KYC form & Risk Evaluation form - Customer Identification Document - NIC/Valid driving License/Valid passport. - Billing proof if the address stated in NIC is differ with the current address. - Any other document / information as required by the 	<ul style="list-style-type: none"> - Sri Lankan citizen above 18 years of Age. - Foreign citizens with residential visa/Holders of Dual citizenship - Corporates, Sole proprietorships, Partnerships, Clubs, Societies, Charities, Associations, NGOs and Trusts which are registered in Sri Lanka is permitted to open FDs - Cash withdrawal allowed from any Branch solely by the account holder. Third party withdrawals are not Permitted. - Interest will be calculated on daily basis and credited at the end of the calendar month -The Pass Book is issued with the initial deposit at the time of opening the account free of charge - The Statement will be posted to the customer after the end of the agreed Cycle.

			<p>regulator/company policy <u>Documents required for legal entities</u> -Other than the individuals all other legal entities are required to submit documents based on the rules of Customer Due Diligence (CDD) and KYC regulations and as per the requirement of company policy</p>	<p><u>Dormant Account Policy</u> Where an owner/legal holder of a deposit has not transacted/ has not had any correspondence with the company, for a period not less than ten years, will be considered to be a Dormant deposit. -Abandoned / dormant Savings will follow the standard legal Procedure and Details will be reported to the Central Bank of Sri Lanka as per regulations.</p>
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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](tel:+94112000000)
- Emailing or Via Corporate website and web chat : ccl@cclk.lk or <https://www.cclk.lk>
- WhatsApp to call center manager to telephone number: [+ +94 076517136294](tel:+94076517136294)
- 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](tel:+94112595624)
- Compliant Handling Policy is available on the Corporate Website for customers to refer to for further information.

Last Reviewed on March 20th 2024