

# **Key Fact Document (KFD)**

## **Fixed Deposit**

### **Commercial Credit & Finance PLC**



Key Features & Benefits	Nature of the Product and Applicable Legal Provisions	Interest Rates & Other Charges	Procedure to be Followed to open Fixed Deposits	Main Product Features ,terms & Conditions
<p>-Attractive interest rates</p> <p>-Ability to obtain loan facility up to 90% against the value of the fixed deposit (Conditions apply)</p> <p>-Letter of guarantee facility can be Obtained 1%</p> <p>- No charges for issuing a balance confirmation.</p> <p>- Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to maximum of Rs. 1,100,000 per depositor.</p>	<p>-Natural persons or legal persons can open a fixed deposit account after fulfilling KYC and AML requirements</p> <p>-Following legal provisions are applicable for the FDs</p> <ul style="list-style-type: none"> <li>• Finance Business Act No. 42 of 2011</li> <li>• Inland Revenue act 24 of 2017.</li> <li>• CBSL Guidelines issued time to time</li> <li>• FIU Directions</li> <li>• AML &amp; PEP</li> <li>• Any other laws which are in existence for the time being or any other laws which will be</li> <li>• introduced from time to time include any latest legal provision</li> </ul>	<p>-FD Interest rates will be decided by the management from time to time and published in the company's official website</p> <p>-Refer the Interest rate under the Fixed Deposit tab via following link: <a href="https://www.cclk.lk/products/deposits/fixed-deposit/en">https://www.cclk.lk/products/deposits/fixed-deposit/en</a></p> <p>-No charges for opening and maintaining an account.</p>	<p>-Customers can visit CCFP branches to open an account</p> <p>-Door steps service</p> <p>-All the customers should be screened and cleared as per the Company's AML and PEP Policy</p> <p><b><u>Documents required - Individual customers</u></b></p> <p>- Duly completed application and KYC form/Risk Evaluation Form</p> <p>- Customer Identification Document - NIC/Valid driving license/Valid passport</p> <p>- Billing proof if the address stated in NIC is differ with the current address</p> <p>-Any other document / information as required by the regulator/company policy</p>	<p>-Sri Lankan citizens, foreign citizens with residential visa or dual citizenship over 18 years of age and corporates which are registered under any act in Sri Lanka allow to open an account</p> <p>- Sole proprietorships, Partnerships, Clubs, Societies, Charities, Associations, NGOs and Trusts which are registered in Sri Lanka is permitted to open FDs</p> <p>- Minimum initial deposit amount is Rs. 5,000/-</p> <p>-Deposit tenure: 1 to 60 Months</p> <p>- The rates are quoted per annum basis and paid Monthly, Quarterly, Bi- annually, annually and Maturity.</p> <p>- Taxes will be deducted and remitted to the Inland Revenue department if applicable</p> <p>- CCFP reserves the right to decline accepting any deposit if the customer does not divulge</p>

			<p><b><u>Documents required for legal entities</u></b></p> <p>-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 policies and procedures</p>	<p>information requested by the Company in respect of requirements laid down by the Financial Intelligence Unit of Central Bank of Sri Lanka</p> <p>- Balance confirmation letters, IRD confirmation, WHT certificate and Visa letters issued on customer request</p> <p>- Premature withdrawals are allowed and a penalty will be applied from interest based on the CBSL direction and company policy and procedures</p> <p><b><u>Dormant Account Policy</u></b></p> <p>-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.</p> <p>-Abandoned/ dormant Fixed Deposits will follow the standard legal procedure as per the regulations</p>
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## Complaint Handling Procedure

We value your feedback and encourage you to share any concerns if our services do not meet your expectations. If our response does not, 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 25<sup>th</sup> February 2025**