

Key Fact Document (KFD)

Gold Loan

Commercial Credit & Finance PLC



Key Features & Benefits	Nature of the Product and Applicable Legal Provisions	Interest Rates & Other Charges	Procedure to be Followed to Obtain the Facility																						
<p>- Competitive low interest rates</p> <p>- Payments could be made at any of the commercial credit location</p> <p>- Provide speedy and Hassle Free Gold loan facilities.</p> <p>- An unmatched, speedy and courteous service</p> <p>- Complete privacy and confidentiality</p> <p>- Hassle free redemption without prior notice</p> <p>- Free insurance cover for mortgaged articles</p> <p>- Ability to make payments by any person</p> <p>-Facility is granted against Gold Articles, which meet the cartage requirements of the company.</p> <p>Minimum Advanced amount -Rs 1,000 or 10% of the valuation of the Gold article whichever is higher</p> <p>Maximum Advance Amount - Rs. 10 Million</p>	<p>-Commercial Credit & Finance PLC is authorized as an Approved Credit Agency</p> <p>-Following legal provisions are applicable for the facilities granted</p> <ul style="list-style-type: none"> • Gold Loans – Mortgage Act No 6 of 1949. • Credit Agency Gazzete issued on 24th February 1984 • Financial Consumer Protection Regulation No. 01 of 2023 <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><u>Interest Rate</u></p> <p>-Interest rates will be decided by the management from time to time and published in the website. Refer the Interest rate annexure in the web site.</p> <p>- Accrued Interest shall be collected at the time of Renewal, Part payment, Part redemption, and Redemption of Article.</p> <p>Interest shall be charged from grant date up to the day prior to facility settlement/ redemption.</p> <p><u>Type of Products and Tenure</u></p> <table border="1" data-bbox="1095 716 1536 1141"> <thead> <tr> <th>Loan Period</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>06 months</td> <td>Gold Loan Auto</td> </tr> <tr> <td>03 months</td> <td>Gold Loan 03 months</td> </tr> <tr> <td>06 months</td> <td>06 months seasonal Gold Loans</td> </tr> <tr> <td>09 months</td> <td>09 months seasonal Gold Loans</td> </tr> <tr> <td>01 month</td> <td>01 month Gold Loan</td> </tr> <tr> <td>01 month</td> <td>Monthly Gold Loan</td> </tr> <tr> <td>03 months</td> <td>Staff Gold Loans</td> </tr> <tr> <td>06 months</td> <td>Gold Loans for Bank Redeeming</td> </tr> <tr> <td>09 months</td> <td>09 months Gold Loan</td> </tr> <tr> <td>06 months</td> <td>06 months Gold Loan</td> </tr> </tbody> </table> <p><u>Other Charges</u></p> <p>Applicable government tax/stamp duty and all other charges/fees decided by the company will be charged.</p>	Loan Period	Description	06 months	Gold Loan Auto	03 months	Gold Loan 03 months	06 months	06 months seasonal Gold Loans	09 months	09 months seasonal Gold Loans	01 month	01 month Gold Loan	01 month	Monthly Gold Loan	03 months	Staff Gold Loans	06 months	Gold Loans for Bank Redeeming	09 months	09 months Gold Loan	06 months	06 months Gold Loan	<p>- Customer can visit the nearest branch with his/her own jewelry and discuss their facility requirement with Gold Loan Officer.</p> <p>-The officer will evaluate the gold articles, and the determined advance amount will be communicated accordingly.</p> <p>- Customer can decide the advance amount required and period based on the products available at the company.</p> <p>- Facility will be granted if customer and the company agree with the advance amount, period, interest rate and other terms and conditions related to selected product.</p> <p><u>Documents Required</u></p> <p>Customer’s identification should be proved via NIC, valid Driving license or valid passport.</p>
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Major Terms & Conditions

- Customer should be a Sri Lankan citizen over 18 years of age who owns gold or gold jewelry with cartage from 12 to 24.
- Jewelry Articles as lot items will not be accepted.
- Advance amount will be determined after considering cartage value of the article and period of the facility.
- Commercial Credit & Finance PLC reserves the right to sell items left on security as per the Mortgage Act No.06 of 1949
- In the event the Customer is unable to provide the Gold Loan Ticket due to theft, loss, or damage an affidavit which is duly attested before a Justice of the Peace should be produced prior to redeem articles.
- In case of default, the Company reserves the right to request to pay forthwith the said full sum of money outstanding.
- Facility should be redeemed as per the agreed period. Articles, which are not redeemed within the agreed period, will be sold through auction after giving written notice to the customer by way of Reminder Letters.
- Auctions will be held on a preferred date and location with prior notice provided through advertisements in a national newspaper.
- If there is any excess after sale by auction, a notice will be delivered to the Customer indicating the amount lying to the credit of the Customer after deducting the necessary cost and charges of the sale.
- In case of loss of items kept on security, Company will pay the debtor only the market value of such lost items and that the debtor has no legal right to solicit any other loss or damage from Company.

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 webchat : 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 25th February 2025