



Since 1956

**Alliance Finance Co. PLC**

Built on Trust. Powered by Innovation.

## Purpose Statement

“Make the world a better place through sustainable financing”.

## Key Facts Document

Fixed Deposits, Savings Accounts & Speed Cash Loans

**PEOPLE • PLANET • PROFIT**

Sri Lanka's pioneering triple bottom line financial institution



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## INTRODUCTION

Alliance Finance Co. PLC (AFC), is a Public Quoted Company listed in the Colombo Stock Exchange and registered with the Monetary Board of the Central Bank of Sri Lanka under the Finance Business Act No 42 of 2011. We take great pride in being the 3rd oldest Finance Companies in Sri Lanka established in 1956. We have grown by providing a wide array of financial services for over six decades to four generations and loyal customers who have placed their confidence and trust with us.

Our Company is engaged in providing a wide range of financial services including acceptance of Fixed Deposits, Savings Accounts, Leasing, Micro Loans, Gold Loans, Pledge Loans, Speed Cash Loans, Development Finance, Ezy Drive (Vehicle Hire), Auto-sure - Transport Solutions and other ancillary services arranged through our Island wide branch network.

In over sixty years of growth, the Customer satisfaction has been our ultimate goal and our workforce is driven with the focus to give you the best possible service.

We invite you to visit our office and experience the unmatched speedy, friendly and personalized service of our dedicated staff on week days from 8.00 a.m. to 4.30 p.m. as well as on Saturdays from 9.00 a.m. to 1.00 p.m. We also provide an effective door step service to our valued Deposit Holders as per your requirement. We hope, this opportunity too would give us the chance of serving you better.

ISO 9001:2015 , ISO 22301:2012, Credit Rating - Lanka Rating Agency [SL] BBB- with Stable Outlook

## Key Facts Document - Fixed Deposits

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| <b>Description of the account</b>   | <p>Our FD's which offer very competitive returns on your savings are a perfect investment to empower you for your future; and knowing your savings are in trusted hands also provide you utmost peace of mind. You can select from a wide range of tenures - from 1 month to 60 months and from options to draw your interest monthly, Quarterly, bi annually, annually or at maturity. If you are a senior citizen (i.e: over 60 years) you will be eligible for a higher rate of interest.</p> |   |  |
| <b>Benefits to Senior Citizens</b>  | <b>Details of Fees / Charges</b>   | <b>Documents and procedures to be followed to open the account</b>  | <b>Main Terms and Conditions</b>   |
| <ul style="list-style-type: none"> <li>● Interest rates based on the tenor starting from 1 month to 3,6,9,12,15,18,24,30,36,48 and 60 months in duration.</li> <li>● Senior Citizens are entitled for additional 0.5% p.a. Interest for 12 months and above deposits.</li> <li>● Doorstep service for senior citizen depositors.</li> <li>● Speed cash loan facilities for surgical and hospitalization expenses &amp; any other emergency needs.</li> <li>● Interest on fixed deposits could be automatically transferred to your AFC Savings account or speed cash loan interest recovery.</li> <li>● Personalized service.</li> <li>● Eligible deposit liabilities are insured with the Sri Lanka deposit insurance scheme, implemented by the monetary board, for compensation up to a</li> </ul> | <p>Please refer the AFC website for latest interest rates.<br/><a href="http://www.alliancefinance.lk">www.alliancefinance.lk</a></p> <p>No Account opening, Maintenance and closing fees</p>  | <p><b>For Individual Deposits</b></p> <ul style="list-style-type: none"> <li>● Duly filled and perfected fixed deposit Application form</li> <li>● Duly filled and perfected KYC form</li> <li>● NIC / DL / PP</li> <li>● Latest Billing proof (within 03 months period)</li> <li>● WHT Declaration (If Applicable)</li> </ul> <p>(WHT on interest will be based on the latest circular issued by the department of Inland revenue)</p> <p>All customers need to Submit documentary evidence for address verification, if the residential address differs from NIC or DL</p> <p>Examples for utility bills – (electricity bill, water bill, fixed line telephone operator's bill,)</p> <p>Suitable other proofs – Bank Statements, Tenancy Agreements, A letter obtained by state Authority, and Employment contract.</p> | <p><b>Eligibility Criteria</b></p> <ul style="list-style-type: none"> <li>● Any citizen of Sri Lanka over 60 years of age, holding a valid national Identity card / driving license / valid passport.</li> <li>● Senior citizens shall mean person who are over 60 years of age at the time of accepting the deposit or renewal of a deposit</li> <li>● For Joint deposits all account holders shall be senior citizens in order for enhance rate.</li> <li>● Minimum deposit amount shall be Rs.5,000</li> <li>● The renewal notice will be send one month ahead to the account holder and All withdrawals shall be proceed by producing the duly endorsed original fixed deposit certificate to the company.</li> <li>● In the event of an early withdrawal, interest payable will be computed on the basis of lower rate and any overpaid interest will be recovered from the deposit capital in case of monthly interest paid deposits.</li> </ul> |

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| <p>maximum of Rs.1,100, 000/- per depositor.</p> |  |  | <ul style="list-style-type: none"> <li>• If the Fixed Deposit is withdrawn before 30 days from the placement (Including the date of placement and excluding the date of withdrawal), no interest will be paid to the depositor.</li> <li>• Visa letters and Balance confirmation letters will be issued on request of the account holders free of charge.</li> <li>• Any changes to the appointed nominee in the original fixed deposit application could amend only after written instructions received from the account holder.</li> <li>• In case of lost Certificate, a fresh certificate will be issued on receiving satisfactory explanation and duly perfected indemnity from the account holder. (Attested by JP or a Lawyer)</li> <li>• <b>Dormant Accounts</b><br/>Dormant / Abandoned deposits will follow the standard legal procedure which is given by the Central Bank of Sri Lanka. Deposits with no transaction or no correspondence for a maximum period of 10 years will be flagged as Dormant and subsequently reported to Central Bank of Sri Lanka, as per the Finance Business Act No.42 of 2011.</li> <li>• For other terms and conditions please refer the reverse of the deposit application.</li> </ul> |
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| Benefits to Non Senior Citizens and Corporate customers  | Details of Fees / Charges   | Documents and procedures to be followed to open the account  | Main Terms and Conditions  |
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| <ul style="list-style-type: none"> <li>● Interest rates based on the tenor starting from 1 month to 3,6,9,12,15,18,24,30,36,48 and 60 months in duration.</li> <li>● Doorstep services</li> <li>● Speed cash loan facilities for urgent cash requirements. (75% - 90% of the value of your investment on approval)</li> <li>● Interest on fixed deposits could be automatically transferred to your AFC Savings account or speed cash loan facility.</li> <li>● Personalized service.</li> <li>● Eligible deposit liabilities are insured with the Sri Lanka deposit insurance scheme, implemented by the monetary board, for compensation up to a maximum of Rs.1, 100, 000/- per depositor.</li> </ul> | <p>Please refer the AFC website for latest interest rates. <a href="http://www.alliancefinance.lk">www.alliancefinance.lk</a></p> <p>No Account opening, Maintenance and closing fees</p> | <p><b>For Individual Deposits</b></p> <ul style="list-style-type: none"> <li>● Duly filled and perfected fixed deposit Application form</li> <li>● Duly filled and perfected KYC form</li> <li>● NIC / DL / PP</li> <li>● Latest Billing proof (within 03 months period)</li> <li>● WHT Declaration (If Applicable)</li> </ul> <p>(WHT on interest will be based on the latest circular issued by the department of Inland revenue)</p> <p><b>For Corporate Deposits.</b></p> <ul style="list-style-type: none"> <li>● Duly filled and perfected fixed deposit Application form</li> <li>● Duly filled and perfected KYC form</li> <li>● Business Registration</li> <li>● Authorized signatories letter</li> <li>● Form 20 , 40 &amp; 15</li> <li>● Board Resolution</li> <li>● KYC form/s (For beneficial Owner /s)</li> <li>● Trust deed</li> <li>● NIC copies of “directors”</li> </ul> <p>All customers need to Submit documentary evidence for address verification, if the residential address differs from NIC or DL</p> <p>Examples for utility bills – (electricity bill, water bill, fixed line telephone operator's bill,)</p> <p>Suitable other proofs – Bank Statements, Tenancy Agreements, A letter obtained by state Authority, Employment contract.</p> | <p><b>Eligibility Criteria</b></p> <ul style="list-style-type: none"> <li>● Any citizen of Sri Lanka over 18 years of age, holding a valid national Identity card / Driving License / Valid passport.</li> <li>● Any Registered institutions of Sri Lanka holding a valid registration document.</li> <li>● Minimum deposit amount shall be Rs.5,000</li> </ul> <ul style="list-style-type: none"> <li>● All withdrawals shall be informed with prior notice of three (3) working days to the company.</li> <li>● In the event of a early withdrawal, interest payable will be computed on the basis of lower rate and any overpaid interest will be recovered from the deposit capital in case of monthly interest paid deposits.</li> <li>● If the Fixed Deposit is withdrawn before 30days from the placement (Including the date of placement and excluding the date of withdrawal), no interest will be paid to the depositor.</li> <li>● Visa letters and Balance confirmation letters will be issued on request of the account holders with free of charge.</li> <li>● Any changes to the appointed nominee in the original fixed deposit application could amend only after written instructions received from the account holder.</li> <li>● In case of lost Certificate, a fresh certificate will</li> </ul> |

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|  |  |  | <p>be issued on receiving satisfactory explanation and duly perfected indemnity from the account holder. (Attested by JP or a Lawyer)</p> <ul style="list-style-type: none"> <li>• <b>Dormant Accounts</b><br/>Dormant / Abandoned deposits will follow the standard legal procedure which is given by the Central Bank of Sri Lanka. Deposits with no transaction or no correspondence for a maximum period of 10 years will be flagged as Dormant and subsequently reported to Central Bank of Sri Lanka, as per the Finance Business Act No.42 of 2011.</li> <li>• For other terms and conditions please refer the reverse of the deposit application.</li> </ul> |
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## Key Facts Document - Savings Accounts (Regular Savings / Senior Citizen Savings / Three wheeler Savings / Diriya Katha Savings)

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| <b>Description of the account</b>  | <b>A rewarding way to earn higher interest rates with the convenience of being able to withdraw your savings at any given time. Alliance Finance provides the added convenience of enabling customers to grow their saving automatically by linking Fixed Deposits with Savings Account. Monthly interest on Fixed Deposits can automatically be transferred and saved to your "AFC Savings" account.</b> |   |   |
| <b>Benefits to customers</b>   | <b>Details of Fees / Charges</b>  | <b>Documents and procedures to be followed to open the account</b>  | <b>Main Terms and Conditions</b>  |
| <ul style="list-style-type: none"> <li>● Interest will be calculated on the daily balance and credited to the savings monthly</li> <li>● Any number of withdrawals per month with no reduction in interest rates.</li> <li>● Standing Order facility.</li> <li>● Convenient cash deposits / withdrawals / fund transfers</li> <li>● Personalized service.</li> <li>● Eligible deposit liabilities are insured with the Sri Lanka deposit insurance scheme, implemented by the monetary board, for compensation up to a maximum of Rs.1, 100, 000/- per depositor.</li> </ul> | <p>Please refer the AFC website for latest interest rates.<br/><a href="http://www.alliancefinance.lk">www.alliancefinance.lk</a></p> <p>No Account opening, Maintenance and closing fees</p> <p>No charges for Standing order facilities</p>   | <p><b>For Individual Deposits</b></p> <ul style="list-style-type: none"> <li>● Duly filled and perfected savings Application form &amp; Signature card</li> <li>● Duly filled and perfected KYC form</li> <li>● NIC / DL /</li> <li>● Passport of Customer.</li> <li>● Latest Billing proof (within 03 months period)</li> <li>● WHT Declaration (If Applicable)</li> </ul> <p><b>For Corporate Deposits.</b></p> <ul style="list-style-type: none"> <li>● Duly filled and perfected savings Application form &amp; Signature card</li> <li>● Duly filled and perfected KYC form</li> <li>● Business Registration</li> <li>● Authorized signatories letter</li> <li>● Form 20 , 40 &amp; 15</li> <li>● Board Resolution</li> <li>● KYC form/s (For beneficial Owner /s)</li> <li>● Trust deed</li> <li>● NIC copies of “directors”</li> </ul> <p>All customers need to Submit documentary evidence for address verification, if the residential address differs from NIC or DL</p> <p>Examples for utility bills – (electricity bill, water bill, fixed line telephone operator's</p> | <p><b>Eligibility Criteria</b></p> <ul style="list-style-type: none"> <li>● Any citizen of Sri Lanka over 18 years of age, holding a valid national Identity card / driving license / valid passport.</li> <li>● Any Registered institutions of Sri Lanka holding a valid registration document.</li> <li>● Initial account opening deposit is LKR 500/-</li> <li>● Minimum amount to be maintained in an account is LKR 500/-</li> <li>● Any withdrawals shall be paid up to Rs.100, 000/- by cash and other withdrawals shall be made by cheque / CEFT</li> <li>● Any savings withdrawals on Saturdays shall be made with prior notice from the customer.</li> </ul> <p><b>● Dormant accounts policy</b></p> <p>Dormant / Abandoned deposits will follow the standard legal procedure which is given by the Central Bank of Sri Lanka. Deposits with no transaction or no correspondence for a maximum period of 10 years will be flagged as Dormant and subsequently reported to Central Bank of Sri Lanka, as per the Finance Business Act No.42 of 2011.</p> |

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|  |  | <p>bill,)</p> <p>Suitable other proofs – Bank Statements, Tenancy Agreements, A letter obtained by state Authority, and Employment contract.</p> | <p>If any account does not have any financial activity (either withdrawal or savings deposit) from the account holder for a continuous period of 10 years or more those accounts will be classified and treated as a “Dormant account”</p> <ul style="list-style-type: none"> <li>• In case of lost Passbook, a fresh passbook will be issued on receiving satisfactory explanation and duly perfected indemnity from the account holder (Attested by JP or a Lawyer)</li> <li>• For other terms and conditions please refer the reverse of the savings application.</li> </ul> |
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## Key Facts Document - Savings Accounts (AFC Hapannu)

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| <p><b>Description of the account</b></p>    | <p>AFC Hapannu is a special savings scheme which is aimed at mobilizing minor savings and encouraging school children to save for their future. The Interest rate of the AFC Hapannu accounts rises with the increase in the balance in the account.</p> |   |  |
| <p><b>Benefits to customers</b></p>   | <p><b>Details of Fees / Charges</b></p>  | <p><b>Documents and procedures to be followed to open the account</b></p>   | <p><b>Main Terms and Conditions</b></p>  |
| <ul style="list-style-type: none"> <li>● Interest will be calculated on the daily balance and credited to the account monthly</li> <li>● Eligible deposit liabilities are insured with the Sri Lanka deposit insurance scheme, implemented by the monetary board, for compensation up to a maximum of Rs.1,100, 000/- per depositor.</li> </ul> | <p>Please refer the AFC website for latest interest rates.<br/><a href="http://www.alliancefinance.lk">www.alliancefinance.lk</a></p> <p>No Account opening, Maintenance and closing fees</p>  | <p><b>For Individual Deposits</b></p> <ul style="list-style-type: none"> <li>● Duly filled and perfected savings Application form &amp; Signature card</li> <li>● Copy of Birth certificate of minor</li> <li>● Duly filled and perfected KYC form (Guardian)</li> <li>● NIC / DL / PP of Guardian</li> <li>● Latest Billing proof (not over 03 months old)</li> <li>● WHT Declaration (If Applicable)</li> </ul> <p>All customers need to Submit documentary evidence for address verification, if the residential address differs from NIC or DL</p> <p>Examples for utility bills – (electricity bill, water bill, fixed line telephone operator's bill,)</p> <p>Suitable other proofs – Bank Statements, Tenancy Agreements, A letter obtained by state Authority, and Employment contract.</p> | <p><b>Eligibility Criteria</b></p> <ul style="list-style-type: none"> <li>● Any citizen of Sri Lanka below 18 years of age and account can be opened by a parent or a legal guardian on behalf of the child.</li> <li>● Initial account opening deposit is LKR 1000/-</li> <li>● No any withdrawals will be permitted until the minor completed the 18 years of age.</li> <li>● Any withdrawals will be permitted only for critical requirement i.e education and medical of minor account holder, based on valid documentation submitted by the guardian at the discretion of the Management.</li> <li>● Upon reaching 18 years of age, the minor may either withdraw the funds or the account will be converted to a normal savings account as appropriate.</li> <li>● Dormant accounts policy<br/>Dormant accounts Policy will apply after the account is converted into a normal Savings (adult) account.</li> <li>● In case of lost Passbook, a fresh passbook will be issued on receiving satisfactory explanation and duly perfected indemnity from Parent / Guardian. (Attested by JP or a Lawyer)</li> <li>● For other terms and conditions please refer the reverse of the savings application.</li> </ul> |

## Key Facts Document - Speed Cash Loans

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| Description of the account  | It is a facility specially designed to meet your urgent cash requirements by enabling you to borrow in cash up to 75% of the value of your FD in cash, and without losing any interest on the deposits. The cash advance can be returned at your convenience, prior to the maturity of your FD, and you remain entitled to receive your capital in full.  |   |   |
| Benefits to customers   | Details of Fees / Charges   | Documents and procedures to be followed to open the account   | Main Terms and Conditions   |
| <ul style="list-style-type: none"> <li>● Its enabling the depositors to obtain loans against the Fixed deposit having pledge their fixed deposit/s certificates as and when they required for any urgent need.</li> <li>● 75% - 90% on approval</li> <li>● Loan Interest will be calculated on daily basis and will be recovered on reducing balance method.</li> <li>● Hassle free documentation.</li> <li>● Loan could be granted within 45 minutes of the customer's arrival with proper documentation.</li> <li>● Interest on fixed deposits could be automatically transferred to your speed cash loan facility to set off the loan Interest &amp; capital.</li> </ul> | <p><b>Speed Cash Loan rate</b><br/> <b>Loan Rate</b> = FD Rate + 4%</p> <p>Minimum rate will be at the discretion of the Management.</p> <p><b>Documentation charges</b><br/>           Rs.500, if loan Amount is less than Rs.1 Mn<br/>           Rs.1, 000/-, if loan amount is Rs.1 Mn or above.</p> <p>*Please note that all charges will vary from time to time at the discretion of the Management.</p> | <p>Duly Endorsed original fixed deposit certificate</p> <p>Completion of speed cash loan application form.</p> <p>Submit filled and signed Terms and Conditions.</p> <p>NIC / DL / PP</p> <p>Submit documentary evidence for address verification, if the residential address differs from NIC or DL.</p> <p>Cancellation of nominee until the loan is settled in full.</p> | <p><b>Eligibility Criteria</b><br/>           Except the minor deposit holders, All AFC deposit holders are entitled to the "AFC Speed cash Loan" facility.</p> <p>Loan interest will be recovered from the monthly interest of the deposit and maturity account holders need to pay their loan interest on monthly basis on the relevant due date.</p> <p>If you wish to continue the loan balance even after maturity of fixed deposit, speed cash loan will be settled and reopen with the available interest rate and any loan interest due need be settled in fully.</p> |

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## Key Facts Document – Micro Saving Deposit

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| <b>Description of the account</b>  | It is a complimentary savings product for the micro loan borrowers to make a mandatory saving deposit with each rental payment. Purpose of having this account is to make it a partial security for the depositors' micro loan facility and to educate them about the importance of saving. |   |  |
| <b>Benefits to customer</b>  | <b>Details of fees/charges</b>  | <b>Documents and procedures to followed to open the account</b>   | <b>Main terms and Conditions</b>   |
| <ul style="list-style-type: none"> <li>• Interest will be calculated daily and credited to accounts monthly</li> <li>• Eligible deposit liabilities are insured with the Sri Lanka deposit insurance scheme, implemented by the monetary board, for compensation up to a maximum of Rs.1,100, 000/- per depositor</li> <li>• Act as a security for the micro borrowings</li> <li>• Can use to settle the micro loans if the full balance value is available within the saving account</li> <li>• No minimum deposit value</li> </ul> | <ul style="list-style-type: none"> <li>• MSD interest rate is 4%</li> <li>• No Account opening, Maintenance and closing fees</li> </ul>   | <ul style="list-style-type: none"> <li>• Duly filled MSD Application and a copy of NIC</li> <li>• Eligibility criteria for the MF- Loan will be applicable to open the account</li> </ul> | <p><b>Eligibility criteria</b></p> <ul style="list-style-type: none"> <li>• Must be a micro loan borrower</li> <li>• Only granted for females</li> <li>• Should hold a valid National Identity Card issued by Sri Lankan government</li> <li>• Mandatory deposits should be done according to the product policy</li> </ul> <p><b>Dormant accounts policy</b></p> <p>Abandoned fixed deposits will follow the standard legal procedure which is given by the Central Bank of Sri Lanka. Deposits with no transaction or no correspondence for a maximum period of 10 years will be flagged as Dormant and subsequently reported to Central Bank of Sri Lanka, as per the Finance Business Act No.42 of 2011.</p> |

# COMPLAINT HANDLING PROCEDURE

You can lodge complaints with regard to our services through following channels

- A letter addressed to the Branch Manager of respective branch  
(contact details are listed in our website - [www.alliancefinance.lk](http://www.alliancefinance.lk))
- A Letter addressed to the Customer Care Manager, No 84, Ward Place, Colombo -7
- Reach our Customer Care Manager through Tel: 0771090122 or Customer Care Hot line: 112 673673
- A Letter or an email to [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.

In the event a satisfactory solution is not provided by the company, customer can escalate his / her complain to the Financial Ombudsman of Sri Lanka.

**Financial Ombudsman of Sri Lanka**

Address: 143, Vajira Road,  
Colombo-05.

Tel: +94112 595624 E mail: [fosril@sltnet.lk](mailto:fosril@sltnet.lk)

Website: [www.financialombudsman.lk](http://www.financialombudsman.lk)