

# **KEY FACT DOCUMENT – MICRO MORTGAGE**

\*THIS Document and the other relevant documents to the Micro Mortgage Facilities are available in Sinhala/English/Tamil in your preferred Language\*

Description & Purpose of the product	Benefits to customers	Target Market	Main terms and conditions	Legal provision	Rate	Chargers
Mortgage product offers affordable financing for individuals seeking to buy or renovate small properties. With lower loan amounts and flexible repayment options, it caters to first-time homeowners and those with limited access to traditional	dream home a reality.  3. We offer the Legal assistance to obtain required documents such		2. The extents of lands to be considered when providing micro mortgage loan facilities shall be equal to or more than the minimum extents of the	<ol> <li>Mortgage Act No. 06 of 1949 as amended</li> <li>The directions which are implemented by the Central Bank of Sri Lanka</li> </ol>	<ul> <li>Loans can be obtained under fixed or variable interest rates.</li> <li>The interest rate is determined for these loans based on the credit risk of the client.</li> <li>Penal rate of 4% p.m. will be applicable only after 7 days of</li> </ul>	Following charges are applicable for AAF mortgage loan.  1. CRIB Charges  2. Search Fee  3. Valuation Fee  4. Postage  5. Stamp Duty  6. Mortgage
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2. The purpose of the	citizen of age above 18	grace	Fee
Micro Mortgage is to	T T1 ('C' ('	period.	7. 1
facilitate you to	I. Identification proof—		7. Loan
purchase of bare land,	National Identity		Protection
construction,	Card (NIC)/ Driving		Insurance
renovation, extension	License(DL)/		Cover Fee
& repairs of house,	Passport (PP)		8. Processing
purchase of a fully	II. Address proof –NIC/		Charges
completed house or	Utility Bill/ Grama		C
condominium for	Niladari Certificate or any		
residential/	other confirmation from		
commercial purpose,	the local authority		
working capital			
requirements and to	III. Income proof –		
fund the business	Salary Slips/ Bank		
startups.	Documents/ other		
	income proof		
	documents		
	(Affidavit attested		
	by the Grama		
	Niladari)		
	7. Guarantor details –		
	NIC/DL/PP, Billing		
	proof/ Income proof		
	2. Other requirements		
	- Duly completed		

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application form.	
- Property Related Documents (Title Deed, Survey Plan etc.)	

## Procedures to follow and further information

Following platforms can be utilized to inquire on our micro mortgage product and services we offer at Asia asset finance PLC.

Call us on: +94 117 699 000

Email us on: info@asiaassetfinance.lk

Website: http://www.asiaassetfinance.lk/

Visit us: Head Office, No. 76, Park street, Colombo 02

You can visit any Asia Asset Finance PLC branch on weekdays from 8.30 a.m. to 5.00 p.m.

Our Social Media channels are readily available for further information and inquiry.

Facebook / linkedin

## **Customer Complaint Handling Procedure**

- 1. The following methods are available to customers to lodge complaints
  - a) Complaint box put the complaint in to the customer complaint box placed in the branch
  - b) Directly raised the complaint to the customer complaint handling officer in the branch
  - c) Call Centre: 0117699000
  - d) Contact the customer complaint handling officer in the head office 0777999922
  - e) Sent an email to info@asiaassetfinance.lk
  - f) Through website <a href="https://www.asiaassetfinance.com/customer-complaints/">https://www.asiaassetfinance.com/customer-complaints/</a>
  - g) Write to customer complaint handling officer Mr.Sanjeev Balan, Senior Manager Communications & Customer Complaint Handling Officer, No.76, Park Street, Colombo 02.
- 2. In the event a satisfactory solution is not provided by the finance company, customer can escalate his/her complain to the office of the Financial Ombudsman of Sri Lanka.

Write: - Call: -

Financial Ombudsman, 0112595624

No.143A, Vajira Road,

Colombo 05.

Email:- Website:-

<u>fosril@sltnet.lk</u> www.financialombudsman.lk