



KEY FACT DOCUMENT – GOLD LOAN

This document and the other relevant documents to the gold loan 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
Description Gold Loan is a quick and secure way to obtain short term loans by using valuable gold items (Above 16kt). Customers receive immediate cash based on the value of the asset, with no credit checks required. Once the loan and interest are repaid, the item is returned. If the loan isn't repaid, the item can be sold to cover the debt. It's a simple, fast solution for immediate financial needs.	1. Quick access to cash 2. No impact on credit score 3. Flexible loan terms. 4. Lower Interest rate. 5. Confidential. 6. Secured.	1. The primary target market for Gold Loans includes *gold owners in urban areas, as well as small business owners who need quick liquidity. *Middle class households and women, who often hold family gold, are also key segments. Focusing on these groups with low LTV products and tailored services will help capture a broader customer base while minimizing risk.	Customers can apply to this product with the following details. 1. Any Sri Lankan Citizen over the age of 18 years and Identification proof (NIC, PP & DL) 2. Minimum Caratage should be 16 kt 3. Loan Tenure -the standard loan period is 01 months to 12 months, with the option for renewal upon repayment interest. 4. Interest rate -The interest rate applied will vary depending on the LTV ratio and loan duration. 5. Advance Amount -Gold Loan advance based on the MKT value of gold, articles	As an approved credit agency Asia Asset Finance PLC has the approval to grant the Gold Loan under sections 85,86,87, 88 of the Mortgage Act no 06 of 1949 and gazette no 628 of 14/09/1990.	1. Interest rate - The interest rate applied will vary depending on the LTV ratio and loan duration. 2. Interest rate between 1.25% - 2.5% per month	1. Service Charge - 0.25% to 1% fixed one time charge. 2. OD - Over expired 25 days will calculate 0.5% monthly OD rate

<p><u>Purpose</u></p> <p>Gold Loan is to provide individuals with quick access to short-term cash by using valuable items, like gold, as collateral. It's a convenient option for meeting immediate financial needs without the need for lengthy approval processes or credit checks, while allowing the customer to retain ownership of their assets once the loan is repaid</p>			<p>pledged.</p> <p>6. The facility will be available at the terms and conditions of the company of all required documents</p>			
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Following platforms can be utilized to inquire on our gold loan product and services we offer at Asia asset finance PLC.

Call us on: +94 117 699 000

Email us on: info@asiaassetfinance.lk

Website: <https://www.asiaassetfinance.com>

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 - <https://www.asiaassetfinance.com/customer-complaints/>
 - g) Write to customer complaint handling officer – Mr.Sanjeev Balan,Senior Manager
Communnications & 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: -
Financial Ombudsman,
No.143A, Vajira Road,
Colombo 05.

Email:-
fosril@sltnet.lk

Call: -
0112595624

Website:-
www.financialombudsman.lk