

Key Facts Document

Product /Service	Pawning – Gold
Key Features of the product /Service including the nature of the product	Disburse highest amount of advances/loans to the customers on their own jewelry articles, based on standard procedure.
Interest Rate	30% (Annual)
Penalties , other charges & fees and commissions	- Nil -
Procedure to be followed	<ul style="list-style-type: none"> • Evaluation of customer and identify the requirement • Valuation of articles. • Enter the details on computer system and decide the advance amount. • Approval/Authority process. • Generate the Pawning ticket with relevant signatures (Customer/Assessor and Authorized person) • Offer Advance amount for customer. • Documentation process. • Day end process. • Reminder process on time. • Auction process. (If failed to recover the overdue amount)
Main term & Conditions	<ul style="list-style-type: none"> • Pawning advance is repayable with in the period mentioned in the pawning ticket with due interest. • Company has the right of sale of pawned articles which are not redeemed/renewed with in the redeemable period • The pawning ticket must be surrendered to redeem the pawning articles.

	<ul style="list-style-type: none"> • An affidavit in a form approved by the company and other documents specified by the company must be submitted to redeem the articles where this ticket is lost and or pawner is dead. • The pawner is agrees that notice if any be sent to the address given in the Pawning ticket. • The term “Nation Lanka Finance PLC” shall include all its branches and authorized agents. • In the event of a loss of pawned articles only the value of the gold at the time of loss will be reimbursed by the company. • The company reserves the rights to add or alter any of the above terms and conditions.
Applicable legal provisions related to the product/service	<ul style="list-style-type: none"> • Pawn Broking Ordinance No 13 of 1942. • Mortgage Act No 06 of 1949.
Complaint handling procedure	By the Internal Audit division based on the approved procedure.