

Key Information required for Mortgage Loans

Key Features of the product	Nature of the product	Interest rates (starting from)	Other Charges Eg, fees, commissions Procedures to be followed to obtain the s	Procedures to be followed to obtain the service	Main terms and conditions	Applicable legal; provisions related to the product/service
Loan can be obtained for any valid purpose with a security of a deed / Meets the basic fundamental housing needs in the society/ A real estate product/ Develops the Real Estate Market	Secured lending product	Fixed interest rates depending on the clients credit worthiness	Standard legal Fee/Documents Charges/Search Fees/Caveat Charges/ Valuation Fees/ Insurance, stamp duty	The client will be directed to a Marketing Officer who is experienced & capable of handling mortgage products	General conditions applied as per offer letter	Mortgage act

Complaint Procedure

The following methods are available to customers to lodge complaints

- Through the Branch Manager or the Regional Manager
- Through the call centre. (0115 883073)
- Email us at : compliance@asiaassetfinance.lk
- Write to: Manager-Compliance & HR (Shashiprabha Liyanage). No 76/1, Dharmapala Mawatha ,Colombo 03

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.

Financial Ombudsman

Office of the Financial Ombudsman

143A,Vajira Road,

Colombo 05.

Contact Number: +94 11 259 5624

Telefax: +94 11 259 5625

Email: fosril@sltnet.lk

Website: www.financialombudsman.lk