

Key Fact Document

key information on all products related to savings & deposits

	Product	Documents Required	Terms and Conditions	Procedure to obtain facility	Eligibility	Complaint handling procedure
Savings	General	<p>Individual / Senior</p> <ul style="list-style-type: none"> Duly completed UB Finance Savings Application Form, KYC Document and Identification document (NIC/PP/ DL) Copy of recent utility bill to establish or change the residential address <p>Corporate Business Registration, Board Resolution, Documents to confirm Directors, Certificate of Registration, Duly signed Mandate, Identification Documents of Authorised signatories, Article of Associations, KYC Documents</p>	<ul style="list-style-type: none"> Initial deposit of Rs.5000 Service Charges of 1,000/- would be deducted every month if the minimum Balance is less than 5,000/- The Interest will be calculated on a daily basis and will be credited to the account at the end of the month Cash withdrawal allowed only at Head Office by the account holder only (third party withdrawals are disallowed) Value added services will be provided on request Cheque deposits into the savings account will be at the sole descretion of the management Customer should check entries relating to deposits/ withdrawals and balance Passbook or statement account will be issued at the request of the customer 	<ul style="list-style-type: none"> Customers are required to visit or contact the nearest branch to avail products / services from UB Finance PLC. Branch locations andcontacts are displayed on our website (http://www.ubf.lk/) Submission of customer all required documents to the branch officer to process the request All documents will be processed within a minimum time period Process for resolving of customer complaints 	<p>Individual / Senior</p> <ul style="list-style-type: none"> Individuals who are citizens/ resident/ dual citizens of Sri Lanka and age above 18 years and senior citizens above the age of 60 years <p>Corporate Corporate and Other institutions registered in Sri Lanka</p>	<p>How to share your feedback/Complaints:</p> <p>The following methods are available for customers to lodge their complaints.</p> <ul style="list-style-type: none"> Through the designated officer at the branch (Complaint lodge register is placed at the Branch Premises) Complaints can be submitted to the consumer grievance officer Tele : +94 (0) 71 645 4714 Fax : +94 (0) 112 508 517 Email : info@ubf.lk By Post : Customer Complaint Officer UB Finance PLC No10,Daisy Villa Avenue,Colombo 04, <p>Referral of appeals Himali Perera - DGM - Credit & Operations UB Finance PLC No10,Daisy Villa Avenue,Colombo 04 Tel : +94 (0) 114 468 888 Fax : +94 (0) 112 508 517 Email : info@ubf.lk</p> <p>If the company is not resolved, The Financial Ombudsman Office of the Financial Ombudsman 143A, Vajira Road, Colombo 05 Contact Number: +94 11 259 5624 Tele/Fax : +94 11 259 5625 Email : fosril@sltnet.lk Website : www.financialombudsman.lk</p>
	Minor	<ul style="list-style-type: none"> Mandate & Birth Certificate Parent / Guardian Identification Document (NIC/PP.DL) & KYC 	<ul style="list-style-type: none"> Initial deposit of Rs.5000 The Interest will be calculated on a daily basis and will be credited to the account at the end of the month Value added services will be provided on request Cheque deposits into the Minor savings account will be at the sole descretion of the management Customer should check entries relating to deposits/ withdrawals and balance Passbook or statement account will be issued at the request of the customer Minor account withdrawals are not allowed until the minor is of 18 years Minor account can be transferred to another Bank or Finance Company on completion of 60 months from the first deposit at the request of parent/guardian Withdrawals are permitted for a justifiable reason such as medical & education of the minor for justifiable reason acceptable to UB FinancePLC . If passbook is lost or damaged, indemnity should be submitted 	<ul style="list-style-type: none"> Customers are required to visit or contact the nearest branch to avail products / services from UB Finance PLC. Branch locations andcontacts are displayed on our website (http://www.ubf.lk/) Submission of customer all required documents to the branch officer to process the request All documents will be processed within a minimum time period Process for resolving of customer complaints 	<ul style="list-style-type: none"> Minor Accounts will be opened for children below 18 years of age (parent or guardian as a signatory) 	<p>How to share your feedback/Complaints:</p> <p>The following methods are available for customers to lodge their complaints.</p> <ul style="list-style-type: none"> Through the designated officer at the branch (Complaint lodge register is placed at the Branch Premises) Complaints can be submitted to the consumer grievance officer Tele : +94 (0) 71 645 4714 Fax : +94 (0) 112 508 517 Email : info@ubf.lk By Post : Customer Complaint Officer UB FinancePLC No10,Daisy Villa Avenue,Colombo 04, <p>Referral of appeals Himali Perera - DGM - Credit & Operations UB Finance Company PLC No10,Daisy Villa Avenue,Colombo 04 Tel : +94 (0) 114 468 888 Fax : +94 (0) 112 508 517 Email : info@ubf.lk</p> <p>If the company is not resolved, The Financial Ombudsman Office of the Financial Ombudsman 143A, Vajira Road, Colombo 05 Contact Number: +94 11 259 5624 Tele/Fax : +94 11 259 5625 Email : fosril@sltnet.lk Website : www.financialombudsman.lk</p>
FD	Normal Fixed Deposit	<p>Individual / Senior</p> <ul style="list-style-type: none"> Duly completed UB Finance PLC FD Opening Application Form, KYC Document and Identification document (NIC/PP/ DL) Copy of recent utility bill to establish or change the residential address <p>Corporate Business Registration, Board Resolution, Documents to confirm Directors, Certificate of Registration, Duly signed Mandate, Identification Documents of Authorised signatories, Article of Associations, KYC Documents, Beneficial ownership form</p>	<ul style="list-style-type: none"> Interest Income Based on the selected tenor from 01 to 60 months Interest will be paid as per customer requirement (monthly, maturity or annually). Ability to obtain loan facility up to 75% from the respective deposit. Ability to setoff loan interest from deposit interest. Initial Account opening deposit is LKR 25,000.00. Please note that this amount may be changed from time to time at the sole discretion of the company. <p>In the event of deposits made by cheques, the deposit will be activated only upon realization of the cheques.</p> <p>The fixed deposit certificate issued by UB FinancePLC be released by UBF until the original deposit certificate is duly surrendered to UBF.</p> <ul style="list-style-type: none"> Any changes of address, payee and nominee or loss of fixed deposit certificate- etc., should be notified immediately in writing to the Company. In the event of death of any of the account holders, the monies lying to the credit of the said joint account will be disbursed to the surviving account holder or account holders notwithstanding anything to the contrary in any other document and no joint holder shall hold the Company responsible for paying the monies as per the operating instructions. If the Company is not notified of any change with regard to the terms of renewal of the deposit or withdrawal of such deposit on or before the maturity date, this deposit will be automatically renewed for a similar period at the prevailing interest rate at maturity. Withdrawal should be notified 7 days prior to maturity in writing to the company by the account holder/s or power of attorney. UBF reserves the right to amend these Terms & Conditions at any time and in any manner which UBF deems necessary with or without any notice to the constituents or the public. The laws and regulations of Sri Lanka related to Finance Companies will be applicable to govern the conduct of Fixed Deposit accounts opened. If the fixed deposit certificate/s not collected within 30 days from the date opened, such certificate/s will courier under registered post to the correspondence address provided. The applicable rate in the event of a premature withdrawal will be, (Lower of the Active contract rate or UBF prevailing rate for the completed months) - 6% For Maturity Deposits above 13 months the applicable rate will be the Effective Interest Rate (EIR) of the entitled fiat rate. For Premature Withdrawals of the Fixed Deposit -if 7 days are completed to be paid prevailing one month Fixed Deposit rate less 6% Loss of certificate should be informed in writing to the company immediately 	<ul style="list-style-type: none"> Customers are required to visit or contact the nearest branch to avail products / services from UB Finance PLC . Branch locations and contacts are displayed on our website (http://www.ubf.lk/) Submission of customer all required documents to the branch officer to process the request All documents will be processed within a minimum time period Process for resolving of customer complaints 	<p>Individual / Senior</p> <ul style="list-style-type: none"> Individuals who are citizens/ resident/ dual citizens of Sri Lanka and age above 18 years and senior citizens above the age of 60 years <p>Corporate Corporate and Other Institutions Registered in Sri Lanka</p>	<p>How to share your feedback/Complaints:</p> <p>The following methods are available for customers to lodge their complaints.</p> <ul style="list-style-type: none"> Through the designated officer at the branch (Complaint lodge register is placed at the Branch Premises) Complaints can be submitted to the consumer grievance officer Tele : +94 (0) 71 645 4714 Fax : +94 (0) 112 508 517 Email : info@ubf.lk By Post : Customer Complaint Officer UB Finance PLC No10,Daisy Villa Avenue,Colombo 04, <p>Referral of appeals Himali Perera - DGM - Credit & Operations UB Finance PLC No10,Daisy Villa Avenue,Colombo 04 Tel : +94 (0) 114 468 888 Fax : +94 (0) 112 508 517 Email : info@ubf.lk</p> <p>If the company is not resolved, The Financial Ombudsman Office of the Financial Ombudsman 143A, Vajira Road, Colombo 05 Contact Number: +94 11 259 5624 Tele/Fax : +94 11 259 5625 Email : fosril@sltnet.lk Website : www.financialombudsman.lk</p>