
KEY FACT DOCUMENT

MERCANTILE INVESTMENTS AND FINANCE PLC

This Key Fact Document provides a summary of the key features, terms, and conditions applicable to the products and services offered by Mercantile Investments and Finance PLC. The Company reserves the right to amend, supplement, or remove any of the terms, conditions, charges, and fees set out in this document from time to time, at its discretion and subject to applicable regulatory requirements. This document has prepared in compliance with the Financial Customer Protection Framework for Licensed Finance Companies issued under Central Bank of Sri Lanka Direction No. 01 of 2018, as supplemented by the Financial Consumer Regulations No. 01 of 2023 published in Extraordinary Gazette Notification No. 2344/17.

Key Facts Document | Fixed Deposits & Saving Deposits

1. FIXED DEPOSIT PRODUCTS

Section	Normal Fixed Deposits (Divimithuru)	Senior Citizens Deposits (Kruthaguna)	Corporate Deposits
Nature of the Product	A term deposit accounts offering with flexible interest payment frequencies.	A term deposit accounts tailored for senior citizens, offering enhanced guaranteed returns and flexible interest payment frequencies.	Term deposits for institutional, corporate, and organizational entities.
Interest Rates	<p>Interest rates are determined based on the selected investment tenor. Tenors start from 1 month extending up to 3, 4, 6, 7, 9, 12, 13, 15, 18, 24, 25, 30, 36, 37, 48, and 60 months.</p> <p>Please visit our official website for the latest updated annual effective interest rates: https://www.mi.com.lk/en/products-and-services/main-products/fixed-deposit</p>	<p>Entitled to higher interest rates determined in compliance with Central Bank of Sri Lanka (CBSL) directions, which may vary from time to time.</p> <p>Tenors start from 1 month extending up to 3, 4, 6, 7, 9, 12, 13, 15, 18, 24, 25, 30, 36, 37, 48, and 60 months.</p> <p>Please visit our official website for the latest updated annual effective interest rates: https://www.mi.com.lk/en/products-and-services/main-products/fixed-deposit</p>	<p>Interest rates are custom-structured based on institutional placement volume and the selected investment tenor in compliance with the Central Bank of Sri Lanka (CBSL) directions, which may vary from time to time.</p> <p>Tenors start from 1 month extending up to 3, 4, 6, 7, 9, 12, 13, 15, 18, 24, 25, 30, 36, 37, 48, and 60 months.</p> <p>Please visit our official website for the latest updated annual effective interest rates: https://www.mi.com.lk/en/products-and-services/main-products/fixed-deposit</p>
Financial and Other Benefits	<ul style="list-style-type: none"> • Interest can be paid monthly, quarterly, bi-annually, annually, or at maturity according to 	<ul style="list-style-type: none"> • Enhanced yield via specialized senior citizen interest premiums. • Interest can be paid 	<ul style="list-style-type: none"> • Strategic returns for corporate cash reserves. • Interest can be paid monthly, quarterly, bi-

Section	Normal Fixed Deposits (Divimithuru)	Senior Citizens Deposits (Kruthaguna)	Corporate Deposits
	<p>customer preference.</p> <ul style="list-style-type: none"> • Ability to obtain a cash-back loan against the Fixed Deposit certificate. • Loan Rate: Fixed Deposit Rate + 4.00% per annum. • Loan interest is automatically recovered from the Fixed Deposit interest; any remaining balance is recovered from the principal capital. 	<p>monthly, quarterly, bi-annually, annually, or at maturity.</p> <ul style="list-style-type: none"> • Ability to obtain a cash-back loans against the deposit certificate. • Loan Rate: Fixed Deposit Rate + 4.00% per annum. • Loan interest is recovered from the Fixed Deposit interest; remaining balance from the principal capital. 	<p>annually, annually, or at maturity.</p> <ul style="list-style-type: none"> • Ability to obtain a cash-back loan against the deposit certificate. • Loan Rate: Fixed Deposit Rate + 4.00% per annum. • Loan interest recovered from the Fixed Deposit interest; remaining balance from the principal capital.
Minimum Balance Requirement	A minimum initial deposit and maintaining balance of Rs. 25,000/- is required.	A minimum initial deposit and maintaining balance of Rs. 25,000/- is required.	A minimum initial deposit and maintaining balance of Rs. 25,000/- is required.
Account Opening & Closure Fees	<ul style="list-style-type: none"> • No registration or opening fees apply. • No closure fees apply. 	<ul style="list-style-type: none"> • No registration or opening fees apply. • No closure fees apply. 	<ul style="list-style-type: none"> • No registration or opening fees apply. • No closure fees apply.
Account Maintenance Fees	No monthly or annual account maintenance fees are charged for managing Fixed Deposits.	No monthly or annual account maintenance fees are charged for managing Fixed Deposits.	No monthly or annual account maintenance fees are charged for managing Fixed Deposits.
Deposit Insurance Coverage	Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000/- per depositor.	Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000/- per depositor.	Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000/- per depositor.
Restrictions (Opening, Closing, Premature Withdrawal & Transfers)	<ul style="list-style-type: none"> • Limited to Citizens, Residents, or Dual Citizens of Sri Lanka aged 18 years and above. • Duly completed Application, KYC Document, and National 	<ul style="list-style-type: none"> • Limited to Citizens, Residents, or Dual Citizens of Sri Lanka aged 60 years and above. • Duly completed Application, KYC Document, and valid NIC, 	<ul style="list-style-type: none"> • Proprietorships, Partnerships, Corporations, Limited Liability Companies, Clubs, Societies, Charities, Associations, and Non-Governmental

Section	Normal Fixed Deposits (Divimithuru)	Senior Citizens Deposits (Kruthaguna)	Corporate Deposits
	<p>Identity Card (NIC), Passport (PP), or Driving License (DL). Utility bill or bank statement required to verify address changes.</p> <ul style="list-style-type: none"> • Can be opened individually or jointly. Joint holders are jointly liable. Partnerships are jointly and severally liable. • No third-party withdrawals are permitted under any circumstances. • Written notice required immediately for changes of address, payee, or loss of certificate (duplicate requires a certified affidavit and indemnity). • FD Renewal: Instructions must be submitted at least 3 days prior to maturity. In the absence of instructions, the deposit automatically renews for the identical tenor. • Premature Withdrawal is allowed subject to penalties based on the company policy. Monthly interest already paid will be fully deducted from the principal initial deposit, and premature interest rates will be applied. Deposits withdrawn within 15 days of placement earn zero interest. 	<p>Passport, or Driving License. Recent utility bill or bank statement required to verify address changes from NIC/DL.</p> <ul style="list-style-type: none"> • Can be opened individually or jointly. Joint holders are jointly liable. Nominations on joint deposits become null and void if any depositor survives at maturity. Death of a joint holder results in proceeds delivering to the survivor without referring to legal heirs. • No third-party withdrawals are permitted. • Immediate written notification required for any changes of address, payee, or loss of certificate. • FD Renewal: Instructions must be submitted at least 3 days prior to maturity; otherwise, an automatic renewal for the same period will be executed. • Premature Withdrawal is permitted subject to penalties based on the company policy. Monthly interest already disbursed will be deducted from the initial capital, and premature rates will apply. No interest is paid if withdrawn within 15 days of placement. 	<p>Organizations (NGOs) registered in Sri Lanka.</p> <ul style="list-style-type: none"> • Duly signed Mandate, Business Registration, Board Resolution, Documents confirming Directors, Certificate of Registration, Signatory Identification, Articles of Association, KYC (Individuals & Corporate), Share Details (Form 15), Change of Directors/Secretary (Form 20), and Beneficial Ownership Form. • No third-party withdrawals are permitted. • Immediate written notification required for change of address or loss of certificate. • Renewal instructions must be provided at least 3 days prior to maturity; otherwise, the account will be automatically renewed for the same period. • Premature Withdrawal: is allowed subject to a penalty based on the company policy. Monthly interest paid will be deducted from the initial deposit, and premature withdrawal rates will be applied. Zero interest is paid if withdrawn before 15 days from placement.
Dormant Accounts & Abandoned Property	Fixed Deposits do not automatically become	Fixed Deposits do not automatically become	Fixed Deposits do not automatically become

Section	Normal Fixed Deposits (Divimithuru)	Senior Citizens Deposits (Kruthaguna)	Corporate Deposits
	dormant during an active term. Unclaimed funds post-maturity that remains un-renewed or un-acted upon for a statutory period defined by the Finance Business Act will be handled in compliance with prevailing abandoned property laws.	dormant during an active term. Unclaimed funds post-maturity that remains un-renewed or un-acted upon for a statutory period defined by the Finance Business Act will be handled in compliance with prevailing abandoned property laws.	dormant during an active term. Unclaimed funds post-maturity that remains un-renewed or un-acted upon for a statutory period defined by the Finance Business Act will be handled in compliance with prevailing abandoned property laws.
Complaint Handling Procedure	<p>Customer complaints will be handled in accordance with the Company's standard Customer Complaint Handling Procedure, which is available on the Company's official website.</p> <p>https://www.mi.com.lk/en/key-facts</p>	<p>Customer complaints will be handled in accordance with the Company's standard Customer Complaint Handling Procedure, which is available on the Company's official website.</p> <p>https://www.mi.com.lk/en/key-facts</p>	<p>Customer complaints will be handled in accordance with the Company's standard Customer Complaint Handling Procedure, which is available on the Company's official website.</p> <p>https://www.mi.com.lk/en/key-facts</p>
Procedures for Unauthorized/Mistaken Transactions	Any suspected unauthorized transaction, operational discrepancy, or mistaken fund movement must be reported in writing to the company immediately. Upon notification, immediate verification protocols will be initiated. Security alerts are dispatched via SMS to the registered telephone number for all new placements, top-ups, or loan actions under the customer's NIC to mitigate risks.	Any suspected unauthorized transaction, operational discrepancy, or mistaken fund movement must be reported in writing to the company immediately. Upon notification, immediate verification protocols will be initiated. Security alerts are dispatched via SMS to the registered telephone number for all new placements, top-ups, or loan actions under the customer's NIC to mitigate risks.	Any suspected unauthorized institutional transaction or corporate account discrepancy must be reported in writing to the company immediately, backed by authorized signatories. Security alerts are systematically dispatched via SMS to the registered telephone number for all placements, top-ups, loan grants, and withdrawals conducted under the corporate profile to ensure authorization verification.

2. SAVING DEPOSIT PRODUCTS

Section	Normal Saving Deposits	Senior Saving Deposits	
Nature of the Product	A standard savings account designed for daily transaction management, offering island-wide branch access and regular interest accruals.	A specialized high-yield savings account tailored for senior citizens, providing higher interest rates and enhanced financial security.	A dedicated long-term savings product focused on wealth creation for minors. Includes structured milestones: a Gift Scheme (up to 12 years) and a High-Interest Rate Scheme (up to 18 years).
Annual Effective Interest Rate	<p>Interest is calculated on the daily balance and credited monthly to the account.</p> <p>Please visit our official website for the latest updated rates: https://www.mi.com.lk/en/products-and-services/main-products/general-savings </p>	<p>Entitled to higher interest rates in accordance with CBSL directions, which vary from time to time. Interest is calculated on the daily balance and credited monthly.</p> <p>Please visit our official website for the latest updated rates: https://www.mi.com.lk/en/products-and-services/main-products/general-savings </p>	<p>Offers a premium High-Interest Rate Scheme tailored for maximum growth. Interest is calculated on the daily balance and credited monthly.</p> <p>Please visit our official website for the latest updated rates: https://www.mi.com.lk/en/products-and-services/main-products/kids-savings </p>
Financial and Other Benefits	<ul style="list-style-type: none"> • Standing Order facility. • Convenient cash deposits through an island-wide branch network. • Passbook issued at account opening. 	<ul style="list-style-type: none"> • Preferential premium interest rates. • Standing Order facility. • Convenient cash deposits through an island-wide branch network. • Passbook issued at account opening. 	<ul style="list-style-type: none"> • Convenient cash deposits island-wide. • Passbook issued at opening. • Gift Scheme Milestones based on balances: <ul style="list-style-type: none"> - Rs. 500: Till - Rs. 2,500: Writing Tab - Rs. 5,000: Chess Board - Rs. 10,000: Stationery Set - Rs. 15,000: School Bag - Rs. 25,000: DSI Gift Voucher - Rs. 50,000: Kids Scooter - Rs. 100,000: Chopper Bicycle - Rs. 200,000: Guitar - Rs. 300,000: Electronic Tab • High-Interest Rate Scheme

Section	Normal Saving Deposits	Senior Saving Deposits	
			Benefits: - Eligible for life insurance. - Grade 5 Scholarship pass marks rewarded with cash gift vouchers.
Minimum Balance Requirement	An initial deposit and a strict minimum balance of Rs. 1,500/- should be maintained in the account.	An initial deposit and a strict minimum balance of Rs. 1,500/- should be maintained in the account.	An initial deposit and a strict minimum balance of Rs. 1,500/- should be maintained in the account.
Account Opening & Closure Fees	<ul style="list-style-type: none"> • No registration or opening fees apply. Initial funding must be via cash or online transfer. • No Account closures fees are apply 	<ul style="list-style-type: none"> • No registration or opening fees apply. Initial funding must be via cash or online transfer. • No Account closures fees are apply 	<ul style="list-style-type: none"> • No registration or opening fees apply. Initial funding must be via cash or online transfer. • No Account closures fees are apply
Account Maintenance Fees	No monthly or annual maintenance fees are levied on active savings accounts.	No monthly or annual maintenance fees are levied on active savings accounts.	No monthly or annual maintenance fees are levied on active savings accounts.
Deposit Insurance Coverage	Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000/- per depositor.	Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000/- per depositor.	Eligible deposit liabilities are insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board for compensation up to a maximum of Rs. 1,100,000/- per depositor.
Restrictions (Opening, Closing, Premature Withdrawal & Transfers)	<ul style="list-style-type: none"> • Eligible for Sri Lankan Citizens, Residents, or Dual Citizens aged 18 years & above and Corporates, Proprietorships, Partnerships, LLCs, Clubs, Societies, Charities, and NGOs registered in Sri Lanka. • For individual savings accounts, completed 	<ul style="list-style-type: none"> • Eligible for Sri Lankan Citizens, Residents, or Dual Citizens aged 60 years and above. • Completed Application, KYC Document, and NIC/PP/DL. Utility bill or bank statement required to verify address changes. • No third-party withdrawals are permitted. • Written notice required 	<ul style="list-style-type: none"> • Eligible for Minors up to the age of 18 years. Product split: Up to 12 years (Gift Scheme) and up to 18 years (High Interest Scheme). • Clearances: Completed minor application, Birth Certificate of the minor, and KYC/Identification (NIC/PP/DL) of the Parent/Guardian. Utility bill or bank statement of the guardian

Section	Normal Saving Deposits	Senior Saving Deposits	
	<p>Application, KYC Document, and NIC/PP/DL, Utility bill or bank statement to verify address changes are required to open an account.</p> <p>For Corporates, Completed Application, Copy of the Business Registration, Board Resolution, Director Confirmation, Certificate of Registration, Signatory IDs, Articles of Association, KYC, Form 15, Form 20, and Beneficial Ownership Form are required to open an account.</p> <ul style="list-style-type: none"> • No third-party withdrawals are permitted. • Written notice required immediately for address changes or loss of passbook (duplicate requires an affidavit and indemnity). Account closure requires surrender of the passbook and written notification. 	<p>immediately for address changes or loss of passbook (duplicate requires an affidavit and indemnity). Account closure requires surrender of the passbook and written notification.</p>	<p>required to verify address changes.</p> <ul style="list-style-type: none"> • Withdrawal Restrictions: Minor account withdrawals are strictly prohibited until the minor reaches 18 years of age. Withdrawals by parents/guardians are permitted solely for justifiable, acceptable reasons (e.g., minor's medical conditions, Education, etc). • Cash/cheque withdrawals facilitated only at Head Office. Written notice required for address changes or loss of passbook.
Dormant Accounts & Abandoned Property	<ul style="list-style-type: none"> • Savings Accounts with no customer initiated transactions or no correspondence for 01 year of time will be classified as Inactive. <p>Savings Accounts with no customer initiated transactions or no</p>	<ul style="list-style-type: none"> • Savings Accounts with no customer initiated transactions or no correspondence for 01 year of time will be classified as Inactive. <p>Savings Accounts with no customer initiated transactions or no</p>	<p>Minor Savings Accounts with no customer initiated transactions or no correspondence for 10 years of time will be classified as Dormant and subsequently reported to Central Bank of Sri Lanka after maximum of 10 year's time, as per the Finance Business Act, No. 42 of 2011.</p>

Section	Normal Saving Deposits	Senior Saving Deposits	
	correspondence for 10 years of time will be classified as Dormant and subsequently reported to Central Bank of Sri Lanka after maximum of 10 year's time, as per the Finance Business Act, No. 42 of 2011	correspondence for 10 years of time will be classified as Dormant and subsequently reported to Central Bank of Sri Lanka after maximum of 10 year's time, as per the Finance Business Act, No. 42 of 2011	The period of ten (10) years shall commence only upon the minor attaining the legal age of majority, i.e., eighteen (18) years
Complaint Handling Procedure	<p>Customer complaints will be handled in accordance with the Company's standard Customer Complaint Handling Procedure, which is available on the Company's official website.</p> <p>https://www.mi.com.lk/en/key-facts</p>	<p>Customer complaints will be handled in accordance with the Company's standard Customer Complaint Handling Procedure, which is available on the Company's official website.</p> <p>https://www.mi.com.lk/en/key-facts</p>	<p>Customer complaints will be handled in accordance with the Company's standard Customer Complaint Handling Procedure, which is available on the Company's official website.</p> <p>https://www.mi.com.lk/en/key-facts</p>
Procedures for Unauthorized/Mistake n Transactions	Suspected unauthorized activity or errors must be reported immediately in writing to the company to initiate freeze and verification protocols.	Suspected unauthorized activity or errors must be reported immediately in writing to the company to initiate freeze and verification protocols.	Guardians must report any unauthorized or mistaken balances in writing to the company immediately upon detection to protect the minor's funds.

Key Facts Document | Lending Products

1. FINANCE LEASE

Core Functional Element	Description
The Nature of the Product, Description & Purpose	<p>Finance leasing facility enabling customers to buy motor vehicles/machinery for personal consumption, commercial use, or agricultural purposes.</p> <p>Covered Assets:</p> <ul style="list-style-type: none">• Passenger vehicles, vans, cars, three-wheelers, motorbikes• Commercial transport: Passenger coaches, buses, lorries• Industrial machinery and equipment <p>Available for both registered/unregistered and brand-new/used assets.</p>
Eligible Segments	Individuals, Sole Proprietors, Partnerships, Corporate Entities, Trusts, and Non-Governmental Organizations (NGOs).
Advantages to customers	<p>Leasing products with variable interest:</p> <p><u>Variable interest/Fixed interest</u></p> <p>This product offers an affordable monthly rental with extension of repayment up to maximum of 6 years and the right to extend the period, reschedule and restructure the lease.</p> <p>Depending on market conditions, offering this scheme will be at the discretion of the management after considering the suitability of the client to be considered as a customer.</p> <p>Customers would get the following benefits under the variable interest leasing product.</p> <ul style="list-style-type: none">• Extended repayment of seven years would offer an affordable rental.• Ability to obtain facilities under both fixed and variable interest rates.• Ability to make payments against the capital to set off capital partly.• Ability to replace the asset during the repayment period.• Ability to pay the interest only and the capital at the end of the period.
Main terms and conditions	<p>Termination and Recovery Procedure.</p> <p>In the event of a Substantial Failure thereof or any breach of the terms with regard to payment of Insurance/ Revenue License the Lessor shall,</p>

Core Functional Element	Description
	<p>(1) Give 7days Notice to the Lessee, via Digital Communication/ Registered Post</p> <p>(2) And in the event of breach not been rectified shall terminate the Lease forth with after expiry of 7 days after giving digital communication/ written notice</p> <p>(3) Issue an order to re-take possession in terms of the Finance Leasing Act No. 56 of 2000 and amended by time to time.</p> <p>Prior Termination by the Lessee and the early settlement</p> <p>The Lessee/s is permitted to Pre-Terminate the Lease either by making payments and obtaining a transfer of the Property/ Equipment in his name or in the name of the Nominee or</p> <p>To handover the vehicle and by making payment of the balance after giving credit to the current value of the vehicle.</p> <p>The lessor is entitled to recover the total capital invested all accrued and actual expenses and percentage of the total future receivable on the discretion of the company and incurred by the company in the event of the early settlement by the lessee.</p> <p>Sale and disposal of the vehicle equipment</p> <ul style="list-style-type: none"> • After expiry of the Seven Day (07) of the date of re-possession, the Lessor is entitled to dispose the Property/ Equipment either by calling for Tenders/ Public Auction/ by Private Treaty. • After the sale of the Property/Equipment if there is a short fall the Lessor has the right to recover the remaining amount due with interest from the Lessee/s and Guarantor/s as set out therein. • If there is any excess, after recovering the said amount it should be refunded to Lessee/s after 60 days of the sale of Property/Equipment. <p>Renewal/Extension/Top up, replacement of security</p> <p>The Lessee facility so granted can be renewed/Extended/Top up on the agreement of both parties the LESSOR and the LESSEE by exchange of letters/mails and system reshedulement/ restructure can be done on the same terms, subject to the installments agreed and the interest, charged, being varied by electronic communication.</p>

Core Functional Element	Description
Documentation Requirements to Obtain the Product	<p>For Individuals:</p> <ul style="list-style-type: none"> • Proof of Identity: Valid NIC, Driving License, or Passport • Address Verification: Utility bills or Grama Niladhari Certificate • Income Proof: Salary slips, bank statements, or validated tax returns • Guarantor details – (ID proof/Billing proof/Income proof) • Vehicle details – Supplier Details/Vehicle details • The TIN Number • Email address <p>For Corporate Entities:</p> <ul style="list-style-type: none"> • Identification proof – (BR/form 41 or form 1) • Address proof – (Form 13) • Income proof – (Financial Statements/Bank Documents/other income proof documents) • Guarantor details – (ID proof/Billing proof/Income proof) • Vehicle details – Supplier Details/Vehicle details • Email address <p>For partnerships, certificate of partnership including the documents listed for individuals for each partner.</p>
Annual effective rate of interest	<p>Annual effective rate of interest determined based on the customer risk profile, prevailing market conditions, and AWPLR fluctuations.</p>
Other Charges, Penalties, Fees and Commissions	<p>Following additional charges should be payable.</p> <ul style="list-style-type: none"> • Crib charges • Stamp fees • Commission • RMV charges • Insurance charges • Verification charges • valuation charges • And miscellaneous charges <p>Other than the commissions, all other charges will be actual.</p>
Penalties	<p>Arrears shall be subject to a default interest rate of 4% per month.</p>

Core Functional Element	Description
Applicable Legal Provisions	Finance Leasing Act No. 56 of 2000 (including Amendments No. 24 of 2005, No. 33 of 2007, and No. 21 of 2024), along with concurrent Central Bank of Sri Lanka (CBSL) binding directions.
Preferred language	Documentation can be in the preferred language. Sinhala/Tamil/English
Customer Complaint Handling Procedure	The company's standard complaint handling procedure, as disclosed at https://www.mi.com.lk/en/downloads will be applicable.

2. STANDARD TERM LOAN (AUTO LOANS | PERSONAL LOANS | BUSINESS LOANS | REVOLVING CREDIT LOANS | IMMOVABLE PROPERTY MORTGAGE LOANS)

Core Functional Element	Description
The Nature of the Product & Scope	<p>1. Auto Loan –</p> <p>Auto loan product offers a range of features to consumers who are interested to purchase motor vehicles which includes motor cars, jeeps and dual purpose vehicles through mortgaging/the asset. This product offers an affordable monthly installment with extended repayment up to 6 years.</p> <p>2. Personal Loan-</p> <p>Address all your financial requirements with a trouble-free scheme designed for consumers who are in salaried, permanent employment and can be obtained for any of the following purposes with security of personal guarantees.</p> <ol style="list-style-type: none"> Educational purposes Construction, purchasing, renovation, extension, repairs and modifications of a house Overseas travels Weddings and other social functions. Any other personal need (purchasing consumer durables, jewelry, etc.) <p>3. Business Loan –</p> <p>Business Loan is to cater the financial requirement of business community. Under this product consumers can fulfill their short term as well as long term financial requirements.</p> <p>4. Revolving Credit Loan –</p> <p>Revolving credit is a credit line that remains available even as you pay the balance. Borrower/s can access credit up to a certain amount and then have ongoing access to that amount of credit. They can repay the balance in full, or make regular payments. Each payment, minus the interest and fees charged, opens the credit again to the Customer.</p> <p>5. Loans on security of mortgage of immovable property –</p> <ul style="list-style-type: none"> Purchasing Real Estate: To buy residential or commercial properties.

Core Functional Element	Description
	<ul style="list-style-type: none"> • Home Improvements: To finance renovations or repairs on existing properties. • Debt Consolidation: To pay off higher-interest debts by consolidating them into a single, lower-interest loan. • Investment: To acquire investment properties for rental income or capital appreciation. • Business Financing: To fund business ventures or expansions by leveraging property assets.
Market Eligible Segments	Individuals (minimum age threshold of 20 years), Limited Liability Companies, Corporates, Trusts, Sole Proprietorships, Partnerships, and NGOs.
Documentation Requirements to obtain the Product	<p>To submit the pre-printed application with the document listed below. In the case of personal guarantees Guarantors declaration and their documents.</p> <p>For Individual</p> <ul style="list-style-type: none"> • Identification proof -(NIC/DL/PP) • Address proof – (NIC/Utility bill/GS certificate) III. Income proof – (Salary Slips/Bank Documents/other income proof documents) • Guarantor details – (ID proof/Billing proof/Income proof) • Vehicle details – Supplier Details/Vehicle details • TIN Number • Email address <p>Corporate customers</p> <ul style="list-style-type: none"> • Identification proof – (BR/form 41 or form 1) • Address proof – (Form 13) • Income proof – (Financial Statements/Bank Documents/other income proof documents) • Guarantor details - (ID proof/billing proof/ Income Proof Address proof – (Form 13) • Board Resolutions • Email address
Interest Rates	Variable/Fixed Interest Rates options are available.

Core Functional Element	Description
	Annual effective rate of interest determined based on the customer risk profile, prevailing market conditions, and AWPLR fluctuations.
Other Charges, Fees and Commissions	<p>The Following charges are applicable for finance lease facility.</p> <p>In addition to installments, Interest, Penal interest the following additional charges should be payable depending on the nature of the facility.</p> <ol style="list-style-type: none"> 1. Crib Fees- 2. Vehicle Inspection Fees- 3. Postage-LKR 4. Stamp Fees 5. RMV Fees- LKR 6. Insurance Premiums 7. Land registry search charges 8. Stamp fees on mortgage 9. Notarial fees 10. Statutory Charges (if any) <p>Other than the commissions, all other charges will be actual. RMV chargers are applicable for vehicle related facilities</p>
Penalties	<p>Default chargers at a fixed rate of 4% per month of the total monthly rental amount due.</p>
Main terms and conditions (Operational Recovery)	<p>Recovery Procedure</p> <p>Commencing from the Initial Application, Offer and Acceptance, signing of the Loan Agreements and all mandatory notifications including Reminders, Statutory Notifications will be send to electronic address given at the inception of this Loan Agreements either via Email, Message, WhatsApp (digital communication) provided by the Borrower/Applicant, Borrowers/Applicants, Guarantor/Guarantors unless a new electronic address and/or phone number has been communicated in a legally accepted manner to the Company.</p> <p>Renewal/Extension/Top up, replacement of security</p> <p>The loan facility so granted can be renewed/Extended/Top up on the agreement of both parties the LENDOR and the Borrower/s by exchange of letters/mails and system reshedulement/ restructure can be done on the same terms, subject to the installments agreed and the interest, charged, being varied by electronic communication.</p>

Core Functional Element	Description
Applicable Legal Provisions	Finance Business Act No. 42 of 2011, Mortgage Act No. 06 of 1946 (as amended by Act No. 3 of 1990), Bills of Exchange Ordinance No. 25 of 1927, and Central Bank of Sri Lanka binding updates.
Preferred language	Documentation can be in the preferred language. Sinhala/Tamil/English
Electronic Communication	<ul style="list-style-type: none"> • All notices, requests, demands or other communications under this agreement may be made by the “COMPANY” under the hand of its Secretary, Manager, Accountant, Legal officer or by any person or firm for the time being acting as Lawyer or Lawyers for “COMPANY” by a letter addressed to the “BORROWER/S” and sent by post or delivered to the address herein before stated and Notice of Demand so given or made shall be deemed to given or made or received on the day it was so delivered or the day following that on which it is posted as the case may be. • Notices can be given by email to the email address provided by the parties. • All reminders will be sent by short messages (SMS) to the mobile telephone number given by the Borrower/s and the Borrower/s hereby states that the said messages being electronic messages will deem to be legally binding reminders. • It is further agreed that all payments will be receipted / acknowledged whether the payments are treated as payments/damages/statutory payments/service charges.
Complaint Handling Procedure	The company’s standard complaint handling procedure, as disclosed at https://www.mi.com.lk/en/downloads will be applicable.

3. GOLD LOAN

Core Functional Element	Description
The Nature of the Product & Scope	<p>Gold loans are granted by the Company as an approved credit agency. Under this facility, customers can obtain financing for emergency or other financial needs by pledging their gold jewellery as collateral. The pledged gold articles are kept in the custody of the Company, while ownership remains with the customer, subject to the applicable terms and conditions.</p> <p>Target Market; This loan facility is available to customers who own gold jewellery and require funds to meet emergency or other financial needs. It is suitable for individuals engaged in business, professions, or other occupations, allowing them to obtain a loan by pledging their gold jewellery and redeem it upon settlement of the loan, subject to the applicable terms and conditions.</p>
Procedures to be followed to obtain the product / service	<ul style="list-style-type: none"> • Gold purity must strictly exceed a minimum threshold of 14 Karats. • Credit allocation values are derived strictly from the verified net gold weight, excluding settings or decorative stones. • Eligible items include gold jewelry, biscuits, coins, or bars containing certified fine gold. <p><u>Required Documents</u></p> <ul style="list-style-type: none"> • KYC / Input form with customer details. • Gold Loan Ticket and Mortgage bond. • Original of the National Identity card and a photo copy. • In the absence of the NIC, a valid passport or driving license should be submitted. • The Gold Loan Ticket will be issued to the customer which will acknowledge the receipt of the gold by the company. • The mortgage ticket will be issued and the terms and conditions
Core Benefits to Customers	<ul style="list-style-type: none"> • Loans offered at competitive interest rates • Flexible repayment options, allowing customers to settle their gold loans in convenient instalments or upon maturity. • Free insurance coverage for pledged gold jewellery. • Secure storage of pledged gold jewellery in highly secured safes. • Option to extend the loan period at maturity by paying the minimum applicable interest. • Flexibility to redeem individual gold jewellery articles when multiple articles are pledged under a single loan facility, subject to the applicable terms and conditions.

Core Functional Element	Description
Interest Rates	The applicable interest rate will depend on the loan tenor and will range from 22% to 27% per annum.
Fees and Charges	Service charge of 0.25% for document processing and administration.
Penalties	An additional penal interest of 1% per month will be charged after 20 days from the due date
Recovery Procedure	<p>If the loan facility remains unsettled after maturity, the pledged gold articles may be sold by public auction after giving the customer 30 days' notice. The customer will be notified of the auction through a newspaper advertisement published in the customer's preferred language.</p> <p>All statutory notices, demands, orders, auction sale notices, and any other communications may be served on the customer by email to the email address provided by the customer or by SMS, WhatsApp, or Instagram messages sent to the customer's registered mobile telephone number.</p>
Applicable Legal Provisions	Mortgage Act No. 6 of 1949 (specifically Sections 85 and 86 framework controls).
Complaint Handling Process	The company's standard complaint handling procedure, as disclosed at https://www.mi.com.lk/en/downloads will be applicable.

4. RAN SEETTU (GOLD INVESTMENT LOAN FACILITY)

Core Functional Element	Description
The Nature of the Product, Description & Purpose	<p>An investment-linked lending product where customers have an opportunity to invest in Gold and Gold Jewellery by making a down payment and choosing to pay the balance in installments. The company provides a loan facility to bridge the shortfall for the balance investment.</p> <p>Targeted Customer Sector: Any Sri Lankan citizen over 18 years of age, including Individual Retail Customers, Small Business Owners, and High-Net-Worth Individuals.</p> <p>Physical Gold Security/Assets Allowed: Gold biscuits, Gold bars, Gold Coins, and Jewellery with a Pure Gold Content of 75% to 99.99% (18 Karat to 24 Karat).</p> <p>Standard Measurements: The standard measurement for determination of quality shall be a 'Karat', and weight shall be in grams. (08 grams = 01 sovereign; 1000 milligrams = 01 gram).</p>
Procedures to be followed to obtain the product / service	<ul style="list-style-type: none"> • Customer selects ready-made or custom jewelry from selected Jewellers identified by the Company who have entered into an active Memorandum of Understanding (MOU). • Customer obtains an official invoice addressed to the MI Branch, detailing Invoice Number, Customer Full Name & NIC, and precise Jewellery specifications (Gross weight, Net Gold weight, and Karat content). • Customer submits original NIC and Invoice at the branch. For jewelry already in hand, the article must be produced at the counter for assaying/verification by the Gold Loan unit staff using standard testing methods (overstating weight/Karatage is strictly prohibited). • Gold Loan Officer creates a ticket under system code '03' in the Scinter module, uploading images of the article and verifying all supplier bank details. • Upon higher approval from Head Office, the loan is authorized, and the system enables printing of the Offer Acceptance Letter and Mortgage Bond. A Delivery Order (DO) is handed to the Jeweller to supply the asset within 10 days.
Main terms and conditions	<ul style="list-style-type: none"> • Loan Quanta by the Company: The maximum amount of the loan facility is capped strictly at 70% of the daily market value of the Pure Gold Content in the Jewellery, as determined daily by Head Office.

Core Functional Element	Description
	<ul style="list-style-type: none"> • Customer Contribution: The customer contribution is 30% of the gold market value determined by the Company, plus all structural making charges invoiced by the Jeweller. This must be paid directly to the Jeweller at the time of invoicing. • Tenor & Repayment: Loan tenor ranges from a minimum of 1 year to a maximum of 2 years. Repayment is via Equal Monthly Installments (capital plus accrued interest) on a reducing balance basis. • Vaulting & Custody Control: Packets are sealed, barcoded with agreement numbers, and entered immediately in the Ran Seettu Stock Control Register. Stored under dual control ('A' and 'B' grade key-handling officers) in chronological order within the main safe. • Release Protocol: Upon full settlement (zero balance, fully realized entries authorized by HO), the system marks the contract for backup. Articles are released strictly to the primary customer after identity verification and signature verification on the reverse of the Offer Acceptance Letter. • Early Settlement Provisions: Customers are entitled to a 15% rebate on future unearned interest for full early pre-termination. • Example Calculation Framework: For an 8-gram (1 sovereign) 21K gold article invoiced at Rs. 210,000 (incl. all charges): <ul style="list-style-type: none"> - Market price of 22K baseline: Rs. 200,000.00 - Assayed 21K market value (87.5% pure): Rs. 190,909.09 - Maximum Loan Amount (70%): Rs. 133,636.36 - 1.5% Document processing fee: Rs. 2,004.54 - Net Loan amount payable to Supplier: Rs. 131,631.82 - Base Customer Contribution (Rs. 210,000 - Rs. 133,636.36): Rs. 76,363.63 - Total Customer Contribution to Jeweller (incl. fee): Rs. 78,368.17
Annual effective rate of interest	The current baseline interest rate is fixed at 20% per annum.
Other Charges, Fees and Commissions	<ul style="list-style-type: none"> • Processing Fees: A 1.5% processing fee is applicable on the total approved loan value (subject to change within statutory guidelines). • Insurance: Asset stock value is fully included within the master corporate Gold Loan stock insurance cover managed by Head Office.
Penalties	<ul style="list-style-type: none"> • Overdue Charges: A monthly 4% penal interest charge is applied directly on the total arrears balance after the designated maturity date. Rebates or waivers are strictly prohibited on overdue/OD interest.

Core Functional Element	Description
Applicable Legal Provisions related to the product/service	<p>This product is accommodated under Sections 85, 86 and Sections 87, 88 of the Mortgage Act.</p> <ul style="list-style-type: none"> • Default Recovery Timeline: If the customer/investor fails to settle three consecutive monthly installment dues (or 60 days in arrears), formal reminders and a Letter of Demand (LOD) are issued as per the standard gold loan process. • Public Auction: The Company is legally empowered to recover outstanding capital by disposing of the pledged/mortgaged gold articles in an individual Public Sale/Auction after 75 days from the date of the Letter of Demand. Net auction surpluses are returned via cheque, and legal shortfalls remain fully recoverable from primary borrowers.
Complaint handling procedure	Operational discrepancies or asset disputes are investigated on-site by the branch Marketing Officer and Branch Management. Customers can lodge formal corporate grievances through official branches or access public dispute procedures online at https://www.mi.com.lk/en/downloads .

5. SME LOAN – (PRAGATHI BIZ)

Core Functional Element	Description
Core Objective & Product Design	Specialized asset-backed financing focused on small and medium enterprises (Lower SME category) to inject working capital, fund livestock acquisition, buy heavy plant equipment, or expand commercial operations.
Limits & Tenure Parameters	<ul style="list-style-type: none"> • Facility quantum ranging from a minimum floor of LKR 200,000 up to a maximum cap of LKR 3,000,000. • Standard amortization timelines extending up to a maximum threshold of 3 years (36 months).
Eligibility Criteria	<p>Business Owners: • Active, verified enterprise operation for more than 1 year, showing a consistent monthly turnover exceeding LKR 200,000.</p> <p>Salaried Applicants: • Permanent employment status at a registered firm with a minimum of 1 year of continuous service and a gross monthly salary exceeding LKR 75,000.</p> <p>General Parameters:</p> <ul style="list-style-type: none"> • Valid Sri Lankan citizenship with age bounded between 18 and 65 years. • Clear credit standing with clean CRIB profiling records. • Debt-Service Coverage Ratio (DSCR) must strictly exceed a baseline

Core Functional Element	Description
	<p>calculation metric of 1.25.</p> <ul style="list-style-type: none"> • Full facility settlement must occur prior to retirement unless continuous verified secondary post-retirement cash flows are proven at inception.
Documentation & Collateral Requirements	<ul style="list-style-type: none"> • Comprehensive KYC data for applicants and two distinct personal guarantors (NIC copies, utility bills, income/bank statements, and BR certificates). • Real Estate Collateral: Deeds, survey plans, and registry extracts vetted by an empirical panel lawyer, securing a formal mortgage bond. • Machinery Collateral: Operational inspection by the Branch Micro Head, including verification and digital capture of chassis/serial numbers. • Complete photographic log of the pledged asset base, primary residence, and business premises uploaded into central data records. • Field Visit Report compiled by the corporate Marketing Officer and Branch Micro Head following an on-site evaluation.
Interest Rates	Fixed Annual Effective Rate of Interest pegged at 23% per annum across the standardized SME financing spectrum.
Other Charges, Fees and Commissions	<ul style="list-style-type: none"> • Direct documentation and processing charges fixed at 3% of the total approved facility quantum. • Mandatory Life Insurance Coverage parameters apply as per standard corporate schedules.
Penalties	Default charges are calculated at a rate of 4% per month, assessed against the total arrears balance.
Main terms and conditions (Operational Handover)	Active monitoring is handled directly by the Micro Finance Division's Marketing Officer during the first 12 months. Accounts with ongoing arrears are handed over to the specialized Recoveries Department for formal processing.
Governing Legal Structures	Finance Business Act No. 42 of 2011, Mortgage Act No. 06 of 1946 (as amended by Act No. 3 of 1990), Bills of Exchange Ordinance No. 25 of 1927, and Central Bank of Sri Lanka binding updates.
Complaint Handling Process	The company's standard centralized complaint handling framework as disclosed at https://www.mi.com.lk/en/downloads is applicable.

6. SOLAR LEASE

Core Functional Element	Description
The Nature of the Product, Description & Purpose	A dedicated green lending leasing asset facility to finance the procurement and installation of residential or commercial rooftop solar power units.
Procedures to be followed to obtain the product	<ol style="list-style-type: none">1. Initial face-to-face consultation and customer visit.2. Independent analysis of verifiable income and individual repayment capacity thresholds.3. Mandatory acquisition of official Ceylon Electricity Board (CEB) grid connection approval.4. Authorized solar technology supplier installs the system array on the user's commercial or residential rooftop.5. Lease funds are disbursed directly to the supplier upon certified installation completion.
Interest Rates	Annual Effective Rate of Interest fixed at 18% per annum.
Fees & Charges	Comprehensive equipment insurance premiums and standard documentation fees are applicable at activation.
Penalties	Default chargers at a fixed rate of 4% per month of the total monthly rental amount due.
Main terms and conditions (Repossession & Default Actions)	In the event of default, the company reserves the right to uninstall and repossess the solar panel array and equipment, and initiate legal recovery actions against the customer and guarantors in accordance with applicable laws.
Applicable Legal Provisions Related to the Product	Finance Leasing Act No. 56 of 2000 (including Amendments No. 24 of 2005, No. 33 of 2007, and No. 21 of 2024), along with concurrent Central Bank of Sri Lanka (CBSL) binding directions.
Dispute & Complaint Handling Process	The assigned Marketing Officer and specialized Recovery Officer conduct on-site investigations to resolve issues based on field findings. For any other complaints, the company's standard centralized complaint handling framework as disclosed at https://www.mi.com.lk/en/downloads is applicable.