

# BIMPUTH FINANCE LTD

## KEY FACT DOCUMENT – GOLD LOAN

Financial and other benefit	Fees/ charges, commissions, interest	Procedure to be followed to obtain product/ service	Major terms and condition
<p>- Maximum advance amount</p> <p>-No charges within 7day redemption</p> <p>- High Security protection</p> <p>-Free insurance coverage for the gold</p> <p>- Lowest interest rate</p> <p>-Speedy Service</p> <p>-Ability to redeem without prior notice</p> <p>-Flexible / Short Term Credit Facility</p> <p>-Ability to make partial payments</p> <p>-Able to redeem articles during any business hours &amp; may redeem part of articles at a time (in the event many articles have been placed)</p> <p>- written/digital Reminders sent to Customers to redeem before the due date/Auction</p>	<p>Interest – 1.9% PM</p>	<p><b>Obtaining Advance</b></p> <p>-Customer Visits Branch Produces Gold Article</p> <p>-Gold Assessor checks &amp; suggests maximum amount could be availed</p> <p>-Customer Decides</p> <p>-Obtain identity proof</p> <p>-Gold Valuation Report (GVR) to be filled by Gold loan officer</p> <p>-Gold Loan Ticket generated by System to be signed by Customer &amp; taken to Cashier</p> <p>-Cashier check accuracy of the document &amp; hands over documents &amp; cash to Customer</p> <p><b>Required documents</b></p> <ul style="list-style-type: none"> <li>• Copy of NIC/Driving license</li> </ul> <p><b>Redeeming Articles</b></p> <p>-Customer arrives with the Gold Loan Ticket</p> <p>-Customer Identity to be verified</p> <p>-Customer to be informed of settlement balance</p> <p>-Customer settles the Cash</p> <p>-Cashier issues settlement receipt &amp; obtain signature from Customer</p> <p>-Cash, Original Gold Loan Ticket &amp; Settlement receipt to be given to Gold loan officer who completes the transaction</p>	<p>-Maximum advance amount decided by BF according to CBSL guidelines</p> <p>- All expenses pertaining to this facility including stamp fees, legal and other fees should be born by Customer.</p> <p>-The sum of money so granted should be fully repaid along with interest.</p> <p>-Any default in payment on the due date will result in additional interest.</p> <p>-In case of default, the Company reserves the right to request to pay the said full sum outstanding.</p> <p>-In case of loss of items kept as security, BF will pay the debtor only the market value of such lost items and that the debtor has no legal right to solicit any other loss or damage from BF.</p> <p>-BF reserves the right to sell items left on security as per the Mortgage Act.</p> <p>-Legal procedure will be taken in accordance with the provision in the Sri Lankan legal system</p>

		-Original settlement receipt handed over to Customer	
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BF – Bimputh Finance

PA – Per Annum

PM – Per Month

## Complaint Procedure

The following methods are available to customers to lodge complaints

- Through the Branch Manager
- Through our Call Centre – **0117-11 88 88**
- Writeto: The complaint officer, Bimputh Finance PLC, No. 362, Colombo Road, Pepiliyana, Boralessgamuwa.

In the event a satisfactory solution is not provided by the bank, customer can refer his/her complain to the office of the Financial Ombudsman of Sri Lanka.

**The Financial Ombudsman**, Financial Ombudsman Office of the Financial Ombudsman Sri Lanka, 143A, Vajira Road, Colombo 05.

**Contact number:** +94 11 259 5624 Fax: +94 11 259 5625 Email: fosril@slt.net.lk Website: [www.financialombudsman.lk](http://www.financialombudsman.lk)