

KEY FACTS DOCUMENT

LEASING

Main Product Features	<p>DFCC Leasing caters to</p> <ul style="list-style-type: none">• Entrepreneurs• SME sector (proprietors, partners and PVT Ltd companies etc)• Individual fixed income earners and professionals• Corporate sector (Private and Public Ltd companies) <p>Key Benefits</p> <ul style="list-style-type: none">• Guaranteed personalized service• Flexible repayment plans structured to suit individual needs• Minimum documentation• Attractive rate of interest coupled with a speedy service• Easy access through island-wide branch network• Service at your door step• Professional leasing advice from an experienced team <p>Please refer website link: https://www.dfcc.lk/products/leasing-sme/</p>
Interest Rate	Lease rentals are quoted based on prevailing interest rates, lease tenor and asset type. Please contact us through the avenues mentioned below

Eligibility	Eligibility / Product Features <ul style="list-style-type: none"> • Types of vehicles Brand New/ unregistered / registered motor cars, SUVs, vans, commercial vehicles, single cabs, light trucks, buses, etc • Lease tenure : Maximum seven years (conditions apply) • Residual payment of 30% • Loan to value ratio : As per the CBSL Guidelines • Security – Absolute ownership over the asset and personal guarantors (If required)
Documents Required	<ul style="list-style-type: none"> • Vehicle Certificate of Registration • Valuation Report • Relevant documentary proof to establish repayment capacity of the customer
How to Apply	Visit the closest branch or contact our hotline 0112 350 000
Terms and Conditions	<p>Product information and terms and conditions are subject to change from time to time. Therefore, it is advisable to contact the branch nearest to you for the latest information and prevailing terms and conditions visit the Bank's corporate Website</p> <p>https://www.dfcc.lk/</p>

Clarifications and Inquiry on Account Transactions	<p>Contact Methods: 24/7 hotline at 0112 350000</p> <p>Email: care@dfccbank.com</p> <p>In-Branch assistance at any DFCC location</p> <p>Response Time: Within 24 hours</p>
Complaint Handling Procedure	<p>Your complaint will be acknowledged within 01 working day and processed within 02 working days, though some issues may take longer. If you don't receive a satisfactory response within a reasonable time, please contact us.</p> <p>Email: care@dfccbank.com</p> <p>Contacting our Call Centre: 0112 350 000</p> <p>Financial Ombudsman</p> <p>The Financial Ombudsman</p> <p>No. 01, Bethesda Place, Milagiriya, Colombo 05</p> <p>Tel: (011) 2 595624</p> <p>Email: fosril@sltnet.lk</p> <p>Website: www.financialombudsman.lk</p> <p>The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka</p> <p>https://www.cbsl.gov.lk/en/fcrd</p>