NATIONAL DEVELOPMENT BANK PLC

KEY FACT DOCUMENTS

RETAIL BANKING

- *Cash Backed Facilities (Loans/Overdrafts)*
- *Dream Maker Personal Loans*
- *Aachara Pensioners' Loans*
- *Home Loans*
- *Solar Vantage Loans*
- *Home Loan Max*
- *Educational Loans*

KEY FACT DOCUMENT – Cash Backed Facilities (Loans/Overdrafts)

The Product / Service	Financial and other benefits including any incentives and promotions	Fees /charges, commission, interest,	Procedure to be followed to obtain Product/Service	Major Terms and conditions
NDB Cash Backed Facilities (LKR)	• Ability to receive the funds within short time period. • Requires no previous account relationship with the bank. • Personalized service through trained branch staff. • 90% of Rupee Deposit and Foreign Currency deposit could be offered as facilities for loans and Overdrafts. (Subject to banks prevailing policy for Foreign Currency Deposits). • For letters of Credit - 90% against Rupee deposits & 75% against Foreign Currency deposit. • For Bank Guarantees - 100% against Rupee Deposits only.	• Cash backed Loan/ Overdrafts rate link with Fixed deposit or savings deposit rate and shall be renewed upon renewal of deposit • Please refer Bank's published Tariff for Fees/ charges & penalties	• Duly completed signed application and Board Resolution is required for corporate facilities • Signed Terms and Conditions duly verified and witnessed. • Duly signed Letter of set off. • Duly signed third party Letter of set off. (If applicable) • Guarantee Bond (If applicable) • A copy of valid National Identity Card (NIC) and on the absence of the NIC, Driving License/ Passport should be provided (which carries the NIC number)	• Sri Lankan Residents over 18 years of age. **Eligibility** • Deposit holding client of the Bank. Third party (individuals/ business entities) deposits are also accommodated • Minimum facility amount is LKR 50,000/- maximum would depend on the deposit value. • Maximum repayment period 5 years. • The facilities will be available at the sole discretion of the bank subject to the completion of all required documents.

KEY FACT DOCUMENT – Personal Loans

The Product / Service	Key features of the Product/Service	Fees /charges, commission, interest,Penalties	Procedure to be followed to obtain Product/Service	Main Terms and conditions
NDB Dream Maker Loan	• Ability to receive financing within the short time period • Requires no previous account relationship with the bank • Free of collateral • Competitive Interest Rates • Loans will be granted for the education & solar purpose • Flexible repayment dates depending on the salary payment date • Loan for any legitimate purpose	• Please refer NDB website for latest interest rates • Please refer Bank's published tariff Booklet for fees/ charges & penalties	• Duly completed signed application • Signed Terms and Conditions duly verified and witnessed. • Duly completed Letter from the Employer (LFE) confirming employment & salary details • Employers undertaking to remit the salary to NDB • Latest certified salary slip • A copy of valid National Identity Card (NIC) and on the absence of the NIC, Driving License/ Passport should be provided (which carries the NIC number) • Electricity bill, water bill, fixed line phone bill to verify permanent address • 03 months bank statements • For self-employed facility applicant should provide income and expenditure statement and balance sheet for the past 2 years	• Sri Lankan Resident / Non-resident Sri Lankans working abroad with a valid work permit and over 18 years of age **Eligibility** • Employee of Bank's pre cleared established • Professional registered with a professional body approved by the Bank • Self Employed Professionals • Self employed Non-professionals who are Proprietors, Partners, directors of Companies • Non resident Sri Lankan working abroad with a valid work permit **Facility limits & repayment period** • Minimum facility of 100,000 and a maximum of 10Mn • Maximum repayment period upto 5 years • Up to 55 Years and extending to 60 depending on the company retirement policy • Up to 65 years for self employed professionals / non professionals **Note** : • Facilities for Non-Professionals and Non Resident Sri Lankans working abroad will be considered subject to acceptable security.

KEY FACT DOCUMENT – Aachara Pensioners' Loan

The Product / Service	Key features of the Product/Service	Fees /charges, commission, interest, Penalties	Procedure to be followed to obtain Product/Service	Main Terms and conditions
Aachara Pensioners' Loans	• Maximum loan amount subject to monthly pension amount • Free of collateral / No guarantors • Competitive Interest rates • Ability to receive financing within a short time period • Personalized service through trained staff • Insurance scheme (premium paid by the pensioner) will secure the loan in the event of the pensioners' death • Loan for any legitimate purpose	• Please refer NDB website for latest interest rates • Please refer Bank's published Tariff Booklet for fees/ charges & penalties	• Duly completed signed application • Signed terms and conditions duly verified and witnessed • A copy of valid National Identity card (NIC) / Passport or Driving License – In a case where obtain PP or DL, NIC number should be mentioned in the PP or DL • Pension ID (Not mandatory) • Address proof- To be submitted by the customer in a case where NIC address differs from the address mentioned in the loan application • Consent to remit pension to Aachara account and no objection letter in a case where applicant's pension is being currently credited to another Bank • Loan outstanding confirmation and an undertaking from existing pension remittance Bank to issue a no objection letter in a case of Loan takeover • Duly signed Health declaration if applicable • Customer consent for variable rate (if applicable)	• Anyone receiving a pension from the Department of Pensions Sri Lanka and crediting same to NDB "Aachara" Account (Savings/ Current) **Note:** Armed forces personnel who retire early from service after completion of respective service period will be eligible in the event they are entitled for a pension under Department of Pensions scheme Disabled Armed forces personnel will be eligible for the amount of pension that they are entitled under the Department of Pensions scheme Widows or widowers who receive the pension of their deceased spouse from the Department of Pensions • Minimum pension amount : LKR 10,000/- • Minimum loan amount : LKR 100,000/- • Maximum loan amount : LKR 7,500,000/- • Maximum age limit : 75 years • Maximum loan period: 15 years

KEY FACT DOCUMENT – Home Loans

The Product / Service	Key features of the Product/Service	Fees /charges, commission, interest, Penalties	Procedure to be followed to obtain Product/Service	Main Terms and conditions
NDB Housing Loans	• Home loan for any housing purpose. - Ready to purchase Land / House/ Apartment - Under construction Apartment purchase(Selected Developers) - Construction loans - Extension Loans - Improvement Loans • Loan could also be offered for the purpose of refinancing of the cost already incurred on the purchase of property • Option to choose between fixed or floating interest rates • Speedy service at your door step • Competitive Interest Rate • FCY loan also could be obtained for NRSL facilities	• Please refer NDB website for latest interest rates **Insurance** - Mortgage Protection Policy (Single Premium) - Title Insurance (if applicable only) - General Insurance (if applicable only) • Other charges applicable for execution of Mortgage Bond • Please refer Bank's published Tariff Booklet for fees / charges and penalties	**Required Documents** • Duly completed and signed loan application • Duly certified true copy of the National Identity card (NIC) / Driving Licenses/ Passport • Latest certified salary slip • Original Letter from the employer confirming the Salary, fixed allowances, designation, number of years in service and the retirement age • Last 3 months bank statements originals/ certified copies **Self-Employed** • Duly completed and signed loan application • NIC copy • Business Registration copy • Form 1 / 20 /15 • Original / certified bank statements for last 6 months • Income tax returns and receipts fo r past 3 years • Audited Financial statements for last 3 years (Certified by the chartered accountant	• Sri Lankan Residents/ Non Resident Sri Lankans working abroad with a valid work permit/Dual Citizens who are over 18 years of age **Eligibility** • Employee of Banks pre- cleared establishment • Professional registered with a professional body approved by the bank • Self Employed Professional • Non Professionals who are Proprietors, Partners, Directors of Companies • Maximum repayment period up to 25 years subject to the following - Up to 55 years and extending to 70 depending on the company retirement policy - Up to 70 years for University lecturers attached to state universities and University grants commission Up to 70 years for Self-employed Professionals and Non Resident Sri Lankan (NRSL)

			ant) **NRSL (Non-Resident Sri Lankans)** • Duly completed and signed loan application • Duly certified true copy of the National Identity card (NIC) and Passport with valid VISA • Proof of 05 year experience • Latest Employment contract • Employer confirmation letter • Last 03 months Pay slips • Salary remitted Bank statement • Inward remittance proof **Legal documents** • Original Extracts for 25 years from the Land Registry • Land survey Plan with sub division approval • Copies of the Deeds including the latest deed for 25 years Local authority certificates. (Street line / Non vesting /ownership /certificates) • Assessment notice • Last quarter tax receipt	

			Note : • However in case of legal documents bank will be requesting for original / certified copies depending on the title **<u>Technical Documents</u>** • Approved Building Plan in case of construction / extension • Bill of Quantities (BOQ) –In case of Construction/extension/improvement • Letter from the seller agreeing to sell the property in case of ready to purchase • Certifies of conformity. (COC)	

Classification: Public

KEY FACT DOCUMENT – Solar Vantage Loans

The Product / Service	Key features of the Product/Service	Fees /charges, commission, interest, Penalties	Procedure to be followed to obtain Product/Service	Major Terms and conditions
NDB Solar Vantage	• Free of collateral. • No Guarantors. • Reduction of the Electricity bill by the units generated through Solar PV. • No burden on the existing cash flow as the Loan installment will entirety or to a greater extent would be covered by the saving. • Ability to receive financing within a short period of time with clearly specified documentation. • The equipment is from a reputed and a SLSEA recommended supplier.	• Please refer NDB website for latest interest rates • Please refer Bank's published Tariff Booklet for fees / charges & penalties	• Dream Maker Loan Application. • Other relevant documentation as appropriate relating to Dream maker Personal Loans • Original invoice from the solar provider • Proof of evidence as to the ownership of premises on which the solar panel is to be installed Income documents to support repayment • For salaried - latest certified salary slip • For self employed facility applicant should provide income and expenditure statement and balance sheet for the past two years	• Should be a Resident Sri Lankan / Non Resident Sri Lankan working abroad with a valid work permit over 18 years old • 25% of the cost of equipment need to be borne by the applicant • Loans up to Rs 4.5Mn • Repayments up to 60 months • Disbursement will be made directly to the supplier; in case of reimbursement disbursement will be made to the customer upon submission of documentary evidence

KEY FACT DOCUMENT – Home Loan Max

The Product / Service	Key features of the Product/Service	Fees /charges, commission, interest, Penalties	Procedure to be followed to obtain Product/Service	Main Terms and conditions
NDB Home Loan Max	• Can be obtained for Housing purpose or any other personal financial purpose • Ability to receive financing within a short period of time and through a very simple process • Requirements are transparent and uniform • Dedicated sales team will offer speedy service for loan	**Insurance** - Mortgage Protection Policy (Single Premium) - Title Insurance (if applicable only) - General Insurance (if applicable only) • Other charges applicable for execution of Mortgage Bond • Please refer Bank's published Tariff Booklet for fees / Charges & Penalties	**Required Documents** • Duly filled Application • Original Salary Slip (latest) for employed category • 3 months bank statements for employed • In case of self-employed 3 years company financial and company bank statements for 06 months • Business Registration • Affidavit / Declaration stating the purpose for housing related requirement • If the existing valuation report is older than 4 years from the date of the last valuation report, a revaluation to be obtained by a bank's approved panel value • Original last extract • Local authority certificates to be obtained prior to the disbursement	• Total facilities should not exceed 75% of the Forced Sale Value (FSV) of the property • Mortgage Protection Policy and Fire insurance to be obtained • Minimum facility of 250,000/- and Maximum 10,000,000/- • The Loan Period can be up to 07 Years

KEY FACT DOCUMENT – Education Loans

The Product / Service	Key features of the Product/Service	Fees /charges, commission, interest, Penalties	Procedure to be followed to obtain Product/Service	Main Terms and conditions
NDB Educator	• Loans facilitated without a mortgage or guarantor • Two different flexible repayment methods are provided **Method I** During the course period the applicant will only be liable to pay interest on the disbursed loan amount during the grace period **Method II** Repayment without a grace period	• Please refer NDB website for latest interest rates • Please refer Bank's published Tariff Booklet for fees / charges & penalties	**Required Documents** • Dream maker Loan Application. • Other relevant documentation as appropriate relating to Dream maker Personal loans • Letter from the client authorizing the Bank to remit funds directly to the preferred education institute • 25% Payment confirmation • Letter from the institute confirming the course details Income documents to support repayment • For salaried - latest certified salary slip • For self employed facility applicant should provide income and expenditure statement and balance sheet for the past two years	• In cases where the student is unemployed, parents (employed parents) will be considered as the main applicant for the loan facility, whereas the student (age over 18 years) is will be the Co applicant • Loan to be fully settled on or before the date of the retirement of the parent or up to 65 years of age • Minimum loan amount Rs 400,000 and maximum loan amount will be Rs.4,500,000 • 75% of the course fee applicable for a semester will be granted as a loan by the Bank in each semester whereas 25% will be borne by the student • Loans granted for a maximum tenure of 96 months.(Inclusive of a maximum grace period of 48 months) • The facility to be disbursed in stages and to be remitted direct to the Educational Institute

Complaint Procedure

How to share your feedback & complaint:

- You may contact your Branch Manager or Relationship Manager via their official telephone or mobile numbers
- Contact our 24 hour Contact Centre on +94 (0) 11 2448888 / +94 (0)117448888
- E-mail us at: contact@ndbbank.com
- Write to us by post: The Customer Experience Officer, National Development Bank PLC. No 92, Bernard Soysa Mawatha, Colombo 05.

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

The Financial Ombudsman of Sri Lanka

Mr. Ananda Kumaradasa
The Financial Ombudsman
Office of the Financial Ombudsman
143A, Vajira Road
Colombo 05
Contact Number: +94 11 259 5624
Tele/Fax: +94 11 2595625
Email: fosril@sltnet.lk
Website: www.financialombudsman.lk

Financial Consumer Relations Department (FCRD) of Central Bank of Sri Lanka

Postal Address : Financial Consumer Relations Department,
No. 30, Janadhipathi Mawatha, Colombo 01.
Hotline for Inquiries : 1935
Telephone : +94 112477966
Fax : +94 112477444
Email : fcrd@cbsl.lk