

Key Fact Document (KFD)

Gold Loan

Commercial Credit & Finance PLC



Key Features & Benefits	Nature of the Product and Applicable Legal Provisions	Interest Rates & Other Charges	Procedure to be Followed to Obtain the Facility	Main terms & Conditions
<ul style="list-style-type: none"> - Competitive low interest rates - Payments could be made at any of the commercial credit location - Provide speedy and Hassle Free Gold loan facilities. - An unmatched, speedy and courteous service - Complete privacy and confidentiality - Hassle free redemption without prior notice - Free insurance cover for Pledged articles - Ability to make payments by any person 	<p>Facility is granted against Gold Articles which meet the caratage requirements of the company.</p> <p>Following legal provisions are applicable for the facilities granted</p> <ul style="list-style-type: none"> - Gold Loans – Mortgage Act No 6 of 1949. - Pawning- Pawn Brokers Ordinance No 13 of 1942 and regulations issued by provincial councils. <p>Any other laws which are in existence for the time being or any other laws which will be introduced from time to time.</p>	<p>Interest Rate</p> <p>Interest rates will be decided by the management from time to time and published in the website. Refer the Interest rate annexure.</p> <ul style="list-style-type: none"> - Accrued Interest shall be collected at the time of Renewal, Part payment, Part redemption, and Redemption of Article. <p>Interest shall be charged from grant date up to the day prior to facility settlement/ redemption.</p> <p>Other Charges</p> <p>Applicable government tax/stamp duty and all other charges/fees decided by the company will be charged.</p>	<ul style="list-style-type: none"> - Customer can visit the nearest branch with his/her own jewellery and discuss their facility requirement with gold loan officer. - The gold article is assessed by the officer and the advance amount that can be taken will be informed. - Customer can decide the advance amount required and period based on the products available at the company. - Facility will be granted if customer and the company agree with the advance amount, period, interest rate and other terms and conditions related to selected product. <p>Documents Needed</p> <p>Customer’s identification should be proved via NIC, valid Driving license or valid passport.</p>	<ul style="list-style-type: none"> - Customer should be a Sri Lankan citizen over 18 years of age who owns gold or gold jewellery with caratage from 12 to 24. - Advance amount will be determined after considering carate value of the article and period of the facility. - Facility should be redeemed as per the agreed period. Articles that is not redeemed within the agreed period will be sold through auction after giving written notice to the customer.

Complaint Handling Procedure

We value your feedback and encourage you to share any concerns if our services don't meet your expectations. If our response doesn't, you can seek a review or intervention from the Financial Ombudsman Service.

- Customers can lodge complaints with regard to our products or services using following methods
- Contacting the relevant Location Head
- Contacting our hotline : +94 112 000 000
- Emailing or Via Corporate website and web chat : ccl@cclk.lk or <https://www.cclk.lk>
- WhatsApp to call center manager to telephone number: +94 076517136294
- Write to: Head Office - No. 106, Yatinuwara Veediya , Kandy
Corporate Office - No 165, Kynsey Road Colombo 08.
- Financial Ombudsmen: 143A, Vajira Road, Colombo 05. +94 11 2 595 624
- Compliant Handling Policy is available on the Corporate Website for customers to refer to for further information

Last Reviewed on May 14th 2024

