KEY FACT DOCUMENT

RE-LENDING LOANS

Nature of the Product	Key Features	Interest Rates & Other Charges	Procedures to be followed to obtain the facility	Main Terms & Conditions
Providing financial support to SANASA societies, SANASA unions, MPCS, and other cooperative societies for relending to their members.	• Maximum Loan limit – Depends on the total assets of the society. • Tenure – Up to 05 years **Required Documents for Co-operative Loans:** Please refer to: https://www.sdb.lk/images/pdf/required-documents-for-cooperative-loans.pdf	**Interest Rate / Penalties / Charges & Fees** For more information, you can contact our Call Centre at 011 5 411 411 or visit our bank's website at https://www.sdb.lk/en/rates.	Visit or contact your nearest SDB branch.	For Terms and conditions please refer to: https://www.sdb.lk/images/pdf/co-operative-loans-main-terms-conditions.pdf

❖ Complaint Handling Procedure:

Customers can express their views and submit complaints through the following channels,

1. SDB Customer Complaint Handling Unit

• You can contact the Customer Complaint Handling Unit at 011 4 079 405 or email to customercare@sdb.lk.

• You can mail your complaints to: Manager - Customer Complaint Handling, SDB Bank, Butani Capital Tower, No. 149, Kirulapana Avenue, Colombo 5.

• For more information on the Customer Complaint Handling Process, please visit our Bank's website at https://www.sdb.lk/en/customer-complaint-handling-processe.

2. SDB Call Centre

• You can contact our SDB Bank Call Centre, which operates 24hours/7days via 011 5 411 411 or email to info@sdb.lk.

❖ For inquiries regarding SDB products or services

• You can contact any of our branches near you. To find the nearest branch, visit our bank's website at https://www.sdb.lk/en/branch.