# KEY FACT DOCUMENT

# REVOLVING LOANS

| Nature of the Product | Key Features | Interest Rates & Other Charges | Procedures to be followed to obtain the facility | Main Terms & Conditions |
|---|---|---|---|---|
| Providing support to SANASA societies, SANASA unions, MPCS, and other cooperative societies to meet their working capital requirements. | • Maximum Loan limit – Based on working capital requirements.<br>• Tenure – 12 months<br><br>**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**<br><br>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.

SDB bank

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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.