

Key Information Required For Fixed Deposits

Financial and other benefits	Minimum balance required to open an account	Opening Fee if exists	Maintenance fee	Deposit insurance coverage	Restrictions on opening an account/closing an account/transfer of funds by customers	Policies and procedures on dormant accounts and abandoned properties
1. Interest rates are based on the tenor starting from 1 month to 60 months.	Rs. 5,000	N/A	N/A	Rs. 600,000	1. Sri Lankan Nationals who holds a valid National Identity Card or Valid passport with residence visa in Sri Lanka.	1. Abandoned FD's will follow the standard legal procedure. (nominees/beneficiaries will be entitled) and transfer as per the CBSL regulations.
2. Interest will be paid at maturity or monthly as per the choice of the customer					2. Minimum age limit to open up a FD is 18 years and there is no a maximum limit.	
3. Ability to obtain a cash back loan against the FD up to 85% and 90% respectively from Monthly and Maturity Fixed Deposit value.					3. Minimum initial deposit shall be Rs.5, 000.00.	
4. Prematurity withdrawals are allowed at a lesser rate than agreed					4. FDs can be opened from any branch approved by CBSL,	
					5. Required a completed company standard Application forms for Fixed deposits .	
					6. Required a copy of the National Identity Card of the FD holder.	
					7. Required documentary evidence for address verification if the resident address differs from NIC.	

					<p>8. If the fixed deposit is redeemed before maturity the interest payable will be calculated at a lesser rate than agreed and from monthly deposit, at the discretion of company and the excess interest payment will be deducted from the capital.</p>	
					<p>9. Any changes of address payee and nominee or loss of certificate should be notified in writing immediately</p>	
					<p>10. If the nominee is a minor who does not have a ID , a copy of the birth certificate should be provided.</p>	
					<p>11. If the nominee is a minor and FD holder has passed away, withdrawals cannot be obtained until the nominee attains age of 18 yrs.</p>	

Complaint Procedure

The following methods are available to customers to lodge complaints

- Through the Branch Manager or the Regional Manager
- Through the call centre. (0115 883073)
- Email us at : compliance@asiaassetfinance.lk
- Write to: Manager-Compliance & HR (Shashiprabha Liyanage). No 76/1, Dharmapala Mawatha ,Colombo 03

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

Financial Ombudsman

Office of the Financial Ombudsman

143A,Vajira Road,

Colombo 05.

Contact Number: +94 11 259 5624

Telefax: +94 11 259 5625

Email: fosril@sltnet.lk

Website: www.financialombudsman.lk